

SURVEY RESEARCH

Volume 37, Number 1-2, 2006

NEWSLETTER FROM THE SURVEY RESEARCH LABORATORY

Translations and Interpreting: What Do Survey Organizations Do?

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This paper was originally presented at the Fourth International Workshop on Comparative Survey Design and Implementation (CSDI), The Hague, March 2006 and has been modified for publication here. A longer version of this paper will appear as part of the CSDI proceedings in a ZUMA Nachrichten Spezial planned for late S2006.

The data for this paper stem from an initiative within the multilingual work groups in CSDI to collect information on how various organizations carry out any survey translation activities in which they are involved. A consortium of researchers from the ISR at the University of Michigan, the European Centre for Comparative Surveys at ZUMA (Germany), Westat, and the U.S. Census Bureau collaborated in designing and implementing the questionnaire. Furthermore, several independent researchers collaborated on this project, and we would like to thank them for making the data available to us. The final questionnaire was drafted at ZUMA, and ISR researchers managed and implemented the Web-based questionnaires.

BACKGROUND

Cross-lingual survey research both within and across countries has been growing over the past twenty years, as multinational surveys try to satisfy the need for global data and as efforts to include

data from minority populations have increased the level of within-country multilingual research. While there is prolific translation activity in cross-national and national cross-cultural survey research and a growing amount of research on effective survey translation, little data is available about current translation and interpretation practices in survey organizations across the world. When developing guidelines for best practices, the International Workshop on Comparative Survey Design and Implementation (CSDI), an organization of researchers active in cross-national or cross-cultural survey research whose goal is to improve comparative survey design, implementation, and related analysis, recognized the paucity of knowledge about common practices. Members of CSDI task forces interested in translation and related activities (interpretation, pretesting, translation research, and question design) began an initiative to collect information from survey organizations and agencies around the world on whether they conducted surveys using translations, and if so, how they went about it. This article describes the findings from the first survey on international practices in translating and interpreting in survey research.

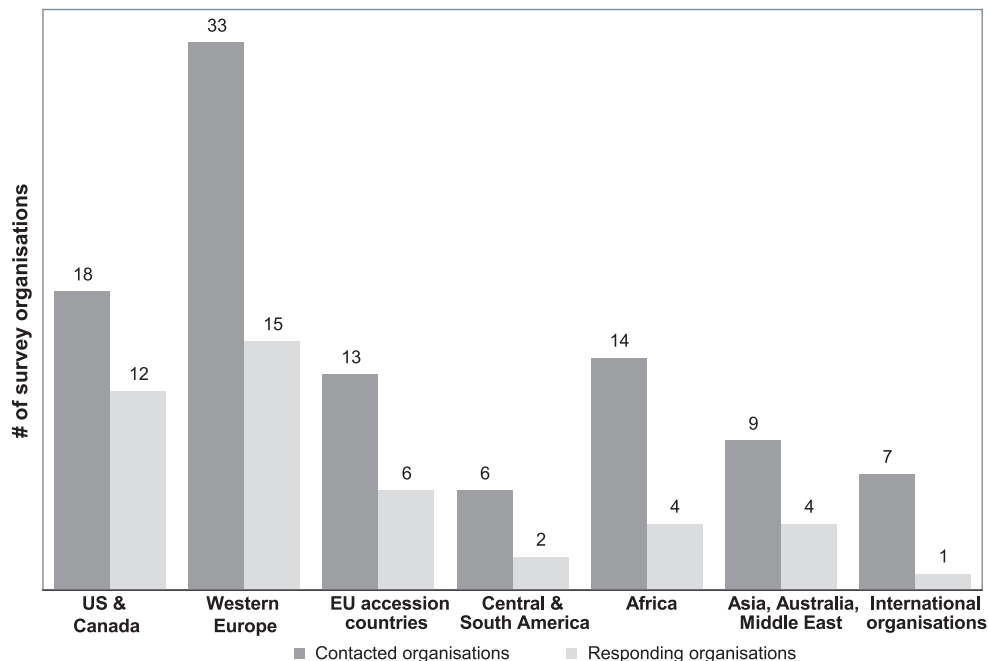
METHODOLOGY

The survey was carried out with a Web-based questionnaire and took between 5–10 minutes to complete, depending on whether an organization used

written questionnaires in more than one language. The sample consisted of survey organizations across the world. The sample selection was based on suggestions from the CSDI researchers involved in the project. Consequently, it was a non-probability sample, which was likely to over-represent larger survey organizations, those who typically participate in international social surveys, and those known to the group. Contact persons within the survey organizations were approached by e-mail.

They were asked to fill in the on-line questionnaire, which they could access through a link in the e-mail. In most instances, four reminders were sent. In total, 100 organizations were contacted and 44 questionnaires were completed. As demonstrated in Figure 1, most organizations in the data set are from North America and Europe. More organizations were contacted in these regions, and the response rate was also highest here.

Figure 1. Selected sample and response



Base: all sampled organizations (100).

Table 1. Translation/interpretation activity by number of interviews carried out in 2004

Number of interviews carried out in 2004	Use written translation %	Only use oral translation/interpretation %	No fielding in other languages %
Less than 5,000	21	40	50
5,001–50,000	31	20	38
50,001–500,000	31	20	38
More than 500,000	17	20	–

Base: All answering questions on written translations, oral translations, interpretations and number of interviews carried out (42).

FINDINGS

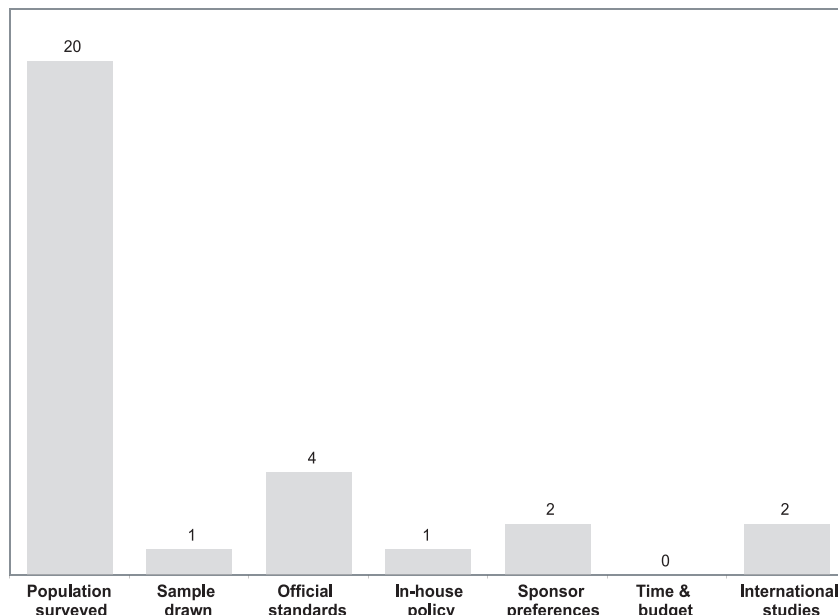
This section outlines the most important findings from the survey. It looks at which organizations use translations/interpretations, how they translate/interpret, and how they control outcome quality.

The number of interviews conducted by the responding organization seems to be relevant to whether this organization conducts research using written questionnaires in more than one language, whether it only uses oral translations or interpretations, or whether it only fields in one language (Table 1). Those organizations using written translations tend to conduct the largest amount of interviews, while those who field in only one language tend to be those with fewer interviews.

ORGANIZATIONS THAT DO NOT USE WRITTEN TRANSLATIONS

All the organizations that do not use written questionnaires in more than one language indicated that no more than a small number of respondents in their country would need a questionnaire in another language. In addition, about two-thirds mentioned that producing different language versions is expensive. Three-fourths of these organizations do not collect any data from respondents who do not understand the language of the questionnaire. Those that do collect information from these respondents tend to use bilingual interviewers who translate orally rather than interpreters. Perhaps because of their limited implementation, agencies tend not to use quality control procedures to monitor their bilingual interviewers

Figure 2. “What is the most important factor for your organization in deciding whether a survey should be conducted in more than one language?”



Base: All organizations using written translations (30).

Table 2. “Thinking of 2004, what mode(s) of data collection did your organization use to conduct surveys in more than one language?”

Modes of data collection	N	% cases
Face-to-face/in person	23	79
Telephone	19	66
Mail	12	41

Base: All organizations using written translations (30).

Table 3. “For 2004, how did your organization obtain translations of questions?”

Ways of obtaining translations		N	% cases
Written translation	Commissioned translations externally	23	82
	Produced translations in-house	20	71
	Used existing translation (not from sponsor/client)	11	39
	Sponsor/client provided translation	6	21
Oral translations & interpretations	Oral translations (without written material)	10	36
	Oral translations (with written material)	10	36
	Casual interpreters (without written material)	6	21
	Casual interpreters (with written material)	2	7
	Used translators/interpreters via telephone	2	7
	Professional interpreters (without written material)	2	7
	Professional interpreters (with written material)	4	14

Base: All organizations using written translations (30).

or interpreters. Virtually all of the organizations not currently producing translations did not anticipate using multilingual questionnaires in the following year.

ORGANIZATIONS THAT DO USE WRITTEN TRANSLATIONS

Organizations that do use written questionnaires in multiple languages were asked a series of questions on written and oral translations and interpreted interviews. When asked about the most important decision factor for conducting a survey in more than one language, two-thirds of the organizations mentioned the population surveyed (Figure 2).

When organizations conduct surveys in more than one language, they tend to do so in interview contexts rather than self-completion contexts; i.e., more frequently in face-to-face and telephone ap-

plications than in mail and other self-completion modes (Table 2). Depending on context, these might be monolingual interviewers, but they are generally required to be bilingual. This means that in addition to providing the translation, the survey organization needed interviewers who speak the translated language(s). The surveys conducted in multiple languages are therefore most likely to be large-scale and well-funded, usually face-to-face or telephone surveys.

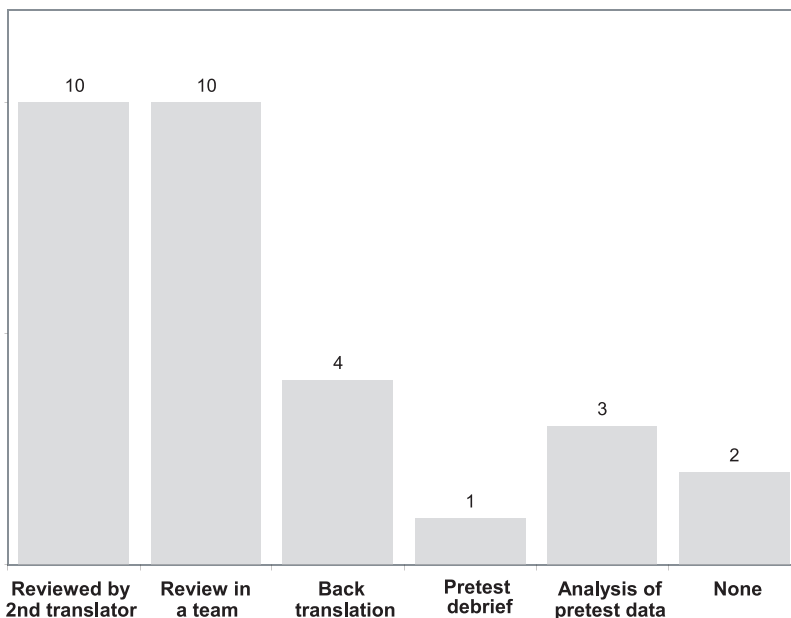
Questions often are borrowed in survey research; this also applies to translated questions. The questionnaire therefore asked organizations that used written questionnaires in more than one language how they had obtained translations of questions (Table 3). On the basis of responses to the survey, it seems that most organizations involved in written translations produce new translations, either in-house or using external translators. Translations provided by sponsors or clients and using existing translations were mentioned less frequently. This may not say anything about deliberate choice of procedure. If research-

ers are not aware that certain questions have been translated, they will not automatically check for available translations. If they feel they have designed new questions, they also will not search for possible translations of similar questions. Even when one does try to search for existing translations, this may be difficult, as generally only one language is available.

In addition to written translations, organizations reported using oral translators or interpreters (Table 3). When interviewers translate orally, they conduct the interview by reading the questions on the page in the source language and translating “on the fly,” saying the question in the language that the respondent speaks. In contrast, interpreters are third parties who act as a conduit for communication by re-communicating spoken words between individuals from one language into another. In both cases, there is no record of what was said to the respondent in the different language. Interpreters were used less frequently than were interviewers who translated orally. When organizations did use interpreters, they tended to find these in the context of the interview, that is, using relatives, workmates, neighbors, etc., rather than professional interpreters. Further, organizations tend to use these people without providing them with support materials.

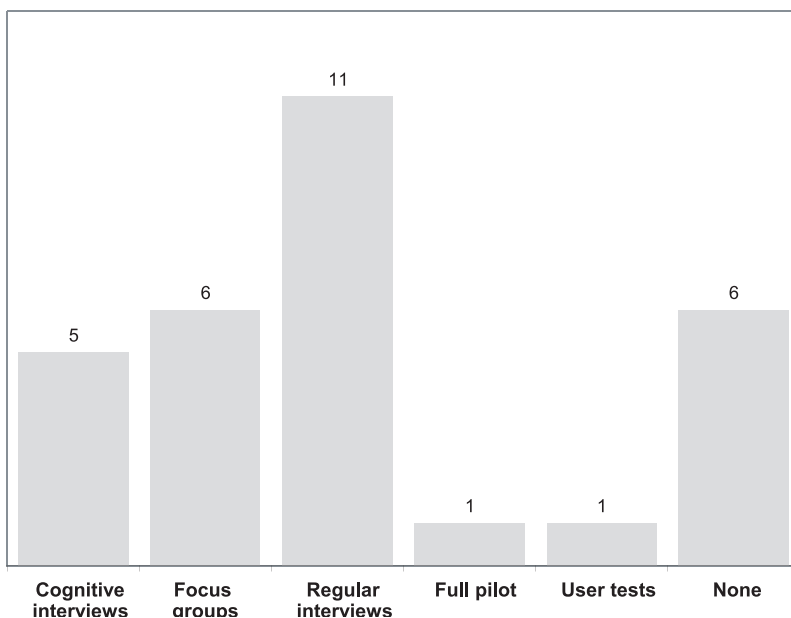
Quality control was another important issue addressed with organizations that use written questionnaires in more than one language. They were asked how they typically assess the quality of their translations (Figure 3). Two organizations reported that they typically do no assessment of their written translations. Two-thirds of organizations typically assess the quality of their written translations by means of a review, made either by a second translator or carried out through a team procedure of some sort. Only about 10% reported typically using back translation, a technique that once enjoyed considerable popularity but recently

Figure 3. “How does your organization most typically assess the quality of written survey translations?”



Base: All organizations using written translations (30).

Figure 4. “How does your organization most typically pretest (written) translated questionnaires?”



Base: All organizations using written translations (30).

has faced criticism. Another 10% detect translation problems by means of analyzing pretest data.

Thorough pretesting of written translations seems to be little-established in the survey community, even in the select sample of research organizations in

Table 4. “For 2004, how did your organization obtain translations of questions?”

Guidelines & protocols for translations	N	% cases
Written guidelines for carrying out translations	4	14
Written guidelines for translation assessment	4	14
Fixed protocols for carrying out translations	11	38
Fixed protocols for assessing translations	9	31
Varying procedures for carrying out translations	21	72
Varying procedures for assessing translations	20	69
Fixed protocols for selecting translators	11	38
Fixed protocols for selecting/assessing bilingual interviewers	11	28
Organize translations on an ad hoc basis	14	48
Organize translation assessment on an ad hoc basis	14	48

Base: All organizations using written translations and answering all 10 questions on translation guidelines (29).

Table 5. “For 2004, how did your organization obtain translations of questions?”

Guidelines & protocols for interpreted interviews	N	% cases
Written guidelines for carrying out interpreting	3	30
Written guidelines for interpreting assessment	2	20
Fixed protocols for carrying out interpreting	2	20
Fixed protocols for assessing interpreting	2	20
Varying procedures for carrying out interpreting	9	90
Varying procedures for assessing interpreting	9	90
Fixed protocols for selecting/assessing interpreters	4	40
Organize interpreting on an ad hoc basis	7	70

Base: All organizations using written translations and answering all 8 questions on interpreting guidelines (10).

this study (Figure 4). Just over a third of organizations typically pretest written translations, reporting they use either cognitive interviews or focus groups. Another third rely on regular one-on-one interviews to detect problems with the translations. About 20% of organizations do not pretest written translated questionnaires.

Twelve organizations using written translations also indicated that they use oral translations or interpretations. Asked about how they carry out quality assessments, almost half reported that they typically do not carry out a quality assessment of their oral translations and interpretations.

The lack of rigor in quality assessment of written and oral translations and interpretations may be due to a

lack of guidelines within each organization. As Table 4 shows, a small minority of organizations has written guidelines for carrying out (14%) and assessing translations (14%). Using “ad hoc” procedures is endorsed by almost half of organizations (48%). Around a third have fixed protocols for carrying out translations (38%), assessing translations (31%), selecting translators (38%), and selecting or assessing bilingual interviewers (28%). About two thirds of organizations vary their procedures for carrying out (72%) and assessing translations (69%), depending on the questionnaire or study. Whether using varying procedures means that they have more modest standards for less well-funded projects and more elaborate procedures for better funded projects or whether variance is motivated by other factors remains unclear from this study.

Reports on procedures for interpreted interviews are similar (Table 5). Nine out of ten organizations answering these questions vary procedures on carrying out and assessing interpreting, depending on the questionnaire or study. The majority (seven of ten) organizes interpreting on an ad hoc basis.

CONCLUSION

As described above, organizations participating in this survey are likely to be more experienced with cross-cultural and multilingual surveys and more aware of best practices in survey translation and interpretation. Even in this elite group, adherence to practices recommended in the literature varies widely. Procedures

to check or assure the quality and comparability of translated questionnaires are used rarely, and guidelines and protocols on translation and interpreting are few and far between. Work in progress comparing existing translation guidelines reflects how different they are in content and detail.

Although team translation procedures have been recommended in literature (Harkness, 2003), there is no established source of guidelines on good survey translation and interpretation. If there are widely-established recommendations on translations of which survey organizations are aware, there may be a greater likelihood that they will adopt the guidelines in day-to-day research. Since cost is frequently cited as a concern, an outline of cost structures or bud-

getting models for different methods might also be useful.

Initiatives are currently under way to develop best practices and resources for designing survey translation and interpretation procedures: the U.S. Census Bureau has developed standards for questionnaire translation and is working on standards for survey interpretation; CSDI is currently working on a Web-based version of translation and interpretation guidelines; survey organizations such as NORC have internal procedures to enhance quality in translation and interpretation; and the European Social Survey has developed and implemented detailed translation procedures to achieve comparability across countries participating in the survey.

The wide variation in how organizations manage translation suggests a need for authoritative guidelines on survey translation and interpretation, as well as wider dissemination of the direct and indirect costs of those that are poorly done (Villar et al., 2006; Forsyth, 2006; Doerr, 2005; Harkness & Schoua-Glusberg, 1998). By increasing the survey community's as well as sponsoring organizations' knowledge about the necessity of doing good translations and the consequences of doing bad ones, greater attention and funding would likely be given to standardizing or following recommended procedures.

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CURRENT RESEARCH

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

ILLINOIS

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Summer Research Opportunity Program (SROP).

The SROP provides minority college students with research experience. To assess the program's effectiveness, SRL surveyed multiple cohorts of participants. The 2002 cohort received a questionnaire at an August 2002 conference, while other cohorts were mailed questionnaires at the end of 2005. *Principal Investigator:* William Trent (Dept. of Educational Policy Studies, Univ. of Illinois at Urbana-Champaign).

Chicago Area Study. The goal of this CAPI study was to examine racial and ethnic group differences in racial residential segregation and focused on the three-step process that shapes individual residential mobility. Between August 2004 and July 2005, SRL conducted interviews with 784 Cook County residents. NSF provided funding. *Principal Investigator:* Maria Krysan (Dept. of Sociology, Univ. of Illinois at Chicago), *Project Coordinator:* Ingrid Graf.

Prison Study Locating. The purpose of the study was to better understand the health problems of drug users and the availability of medical services for them inside and outside the criminal justice

system. The 360 respondents were interviewed 1–2 years ago while incarcerated in Cook County. SRL's role was to locate and interview the respondents, now out of prison. *Principal Investigator:* Paul Goldstein (Great Cities Institute, Univ. of Illinois at Chicago).

Regret Survey. This RDD nationwide survey sought to determine in which life domains (e.g., career, family, health) regrets typically occur. From November 17, 2005, through March 9, 2006, SRL interviewed 370 adults. *Principal Investigator:* Neal Roese (Dept. of Psychology, Univ. of Illinois at Urbana-Champaign).

Hope VI Focus Groups. SRL recruited participants for three focus groups, the purpose of which was to learn about community leaders' and residents' perceptions of the impact of public housing demolition and revitalization in the area surrounding the Ida B. Wells public housing development. The groups were convened in late October 2005. *Principal Investigator:* Diane Levi (The Urban Institute), *Project Coordinator:* Lori Harmon.

Illinois Brand Survey. The data gathered from this multimode study of perceptions of the Univ. of Illinois at Urbana-Champaign will aid the University's strategic planning process. SRL conducted phone interviews with Illinois residents and parents of current students, and current faculty, former faculty, staff, and alumni received questionnaires by mail. Current students were invited to complete a Web version of the questionnaire.

Chicago Public Schools (CPS) After School Survey. To identify the academic and social enrichment extracurricular activities offered by schools in the CPS system, SRL assisted the CPS Office of After School and Community School Programs (OASCSP) in the administration of this multimode study. During September, information on after-school activities was submitted by 325 schools. *Principal Investigator:* Adeline Ray (OASCSP), *Project Coordinator:* Anne Fuller.

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General Social Survey (GSS). The National Science Foundation (NSF) will support a renewal and

enhancement of the long-running GSS, a premier program of social indicator research. First fielded in 1972, the GSS collects data in person from a representative sample of American adults on a standard core of demographic and attitudinal variables, plus certain topics of special interest selected for rotation. The renewed NSF support and other supplementary monies will permit a substantially larger sample size for the 2006 wave along with two major innovations: the development of a Spanish-language version of GSS instruments and the addition of a panel component with some 2006 respondents being reinterviewed in 2008 and 2010. *Co-principal Investigators:* James Davis, Tom Smith (also GSS Director), and Peter Marsden.

Millennium Challenge Corporation (MCC). NORC has been awarded an indefinite delivery/indefinite quantity contract to conduct evaluation services and provide training in evaluation design and methods for the federal MCC. Established by Congress in 2004, the MCC was proposed by the President as a new vehicle to promote international development and reduce poverty in needy countries through economic growth. *Project Director:* Jeff Telgarsky.

Vanguard Center/National Children's Study. NORC will undertake household screening and provide survey support services for the Waukesha (WI) Vanguard Center of the National Children's Study (NCS). The NCS is a far-reaching study of the effect of health and environmental factors on children's development for the first 20 years of life. The Waukesha Center is in the first handful of NCS study sites to be designated. Eventually the NCS is expected to have nearly 100 sites and track 100,000 individuals. The Waukesha Vanguard Center is headed by Univ. of Wisconsin and the Medical College of Wisconsin (MCW) in association with NORC, Marquette Univ., and the Univ. of Wisconsin-Milwaukee. *Project Director:* Leslie Athey, *Co-principal Investigators:* Maureen Durkin (UW) and Chris Cronk (MCW).

Resident Relocation Follow-Up Survey. With new support from the John D. and Catherine T. MacArthur Foundation, NORC is continuing the next phase of a survey of Chicago Housing Authority leaseholders who relocated as part of the city's Plan for Transformation initiative. The grant involves a 3-year face-to-face follow-up survey of CHA Phase II leaseholders and began early in 2006. Respondents will likely be residing in temporary public housing, in private market housing using Housing Choice Vouchers, in new mixed-income developments, or in rehabilitated public housing. *Project Director:* Cathy Haggerty.

2005 Residential Energy Consumption Survey: Energy Suppliers Survey. Under a new contract with the U.S. Dept. of Energy, NORC will contact about 900 energy suppliers via mail, electronic transmission, and other modes to secure billing records about householders' use of electricity, natural gas, fuel oil, and bottled gas. NORC previously conducted in-person interviews with about 4,300 sampled households under a separate agreement. As part of the Supplier Survey, NORC will transform monthly billing data collected from targeted suppliers into annual estimates of consumption and expenditures for each type of fuel. *Project Director:* Krishna Winfrey.

Medicare Part D Prescription Drug Plans. NORC recently completed 2 quick-turnaround telephone surveys related to the federal Medicare Part D prescription drug plans. Policy makers in the Dept. of Health and Human Services are using the data as they assess whether organizations offering prescription drug plans are delivering the desired level of service in terms of being available and responsive to Medicare enrollees and providers who request information and assistance over the phone. *Principal Investigator:* Dan Gaylin, *Project Directors:* Jennifer Benz and Heather Morrison.

National Congregations Study (NCS). In-person data collection has begun for NCS Wave II. The study interviews leaders of religious congregations or other knowledgeable congregation representatives. The congregations in the sample were identified by respondents to the 2006 General Social Survey using a frame building procedure called hypernetwork sampling. NORC will re-interview a small subsample of congregational leaders from the Wave I survey. *Principal Investigator:* Mark Chaves (Univ. of Arizona), *Project Director:* Leslie Athey.

Niches and Networks: A Hypernetwork Study of Voluntary Groups. NORC will study the interrelationships among voluntary group membership and personal networks. Surveys of volunteer participation often restrict the sampling unit to formal organizations, but this study will include small, informal, and newly formed groups. CAPI interviews will be conducted with leaders of voluntary organizations identified by respondents of the 2004 General Social Survey. *Principal Investigator:* Lynn Smith-Lovin (Duke Univ.), *Project Director:* Michael Reynolds.

National Social Life, Health, & Aging Project (NSAHP). Data collection recently concluded for

NSHAP, an in-home personal interview survey that explores the health and well being of American men and women age 57–84. The study involves a nationally representative sample of 3,000 noninstitutionalized adults and seeks to describe physical and psychocognitive health, illness, medication use, and intimacy among older adults. The study required the development of innovative, minimally invasive strategies to allow field interviewers to collect biomarkers. *Principal Investigator:* Linda Waite (Univ. of Chicago), *Project Director:* Stephen Smith.

INDIANA

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Indiana Poll 2005. The Indiana Poll is a statewide telephone survey of adult Indiana residents conducted by CSR. The purpose is to provide an accurate measurement of public opinion on issues of interest to the general public, policymakers, and social scientists. Topics included HPV vaccinations for middle-school children, rights for same-sex partners, civil rights for gay and lesbian Hoosiers, hate crime legislation, and respondents' definition of "having sex." CSR completed 504 interviews. *Project Manager:* Kellie Mcgiverin-Bohan.

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MassHealth 2006 Member Survey. This study is sponsored by the Massachusetts Office of Health and Human Services to learn about the healthcare experiences of adult and child Medicaid members ($N=7,710$) enrolled in the 5 health plans with which the state has contracts. This statewide, dual language (English and Spanish), dual-mode survey (mail followed by phone) uses CAHPS® instrumentation. *Study Director:* Patricia Gallagher, *Project Manager:* Vickie Stringfellow.

2006 Health Insurance Status of Massachusetts Residents. Sponsored by the Massachusetts Div. of Health Care Finance and Policy, this is a state-wide RDD survey of 4,725 households to estimate the percentage of residents who do not have health insurance. It also profiles those without health insurance and describes what types of health insurance people have. This is a continuation of biannual surveys that began in 1998. *Study Director:* Anthony Roman, *Asst. Study Director:* Kirk Larsen.

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Massachusetts University Cranberry Research Grant. Approximately 200 telephone interviews were completed in November 2005 to assess the innovation, viability, and future of the Massachusetts cranberry industry. Research included comparing the results of a growers study conducted in 2002 to see if the perceptions and attitudes of growers have changed and what they feel is important for the industry to prosper in the future. *Project Director:* Nora Ganim Barnes.

SouthEastern Massachusetts Aquaculture Center (SEMAC). Approximately 200 telephone interviews were completed in February 2006. The study surveyed seafood wholesalers to determine their knowledge of and experience with Cape Cod and the Islands cultured shellfish. The object was to better understand the wholesale distribution channel in order to more effectively market cultured shellfish from Cape Cod and the Islands. *Project Director:* Nora Ganim Barnes.

MICHIGAN

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Entrants in the 2005 Detroit Free Press/Flagstar Bank Marathon. Every runner who entered the race was given an invitation to take an on-line survey to be put up the day after the race, which was held Oc-

tober 23, 2005. In 3 weeks of data collection, 40% of the entrants responded. Mean age of respondents was within 1 year of the population, and 64% of the respondents were men, compared to 62% of the population. We asked the respondents to describe their initial motivation for distance running, their medical histories and current physical condition, blood composition, dietary and training regimens, and satisfaction with the race. The questionnaire was devised by a committee of physicians and Ph.Ds in sociology, psychology, and kinesiology. *Study Director:* Nat Ehrlich.

Food Safety. Under a contract with MSU's National Center for Food Safety and Toxicology, OSR is conducting telephone interviews on public knowledge of food safety from 1,000 U.S. residents and an oversample of 400 Michigan residents. As an experiment, OSR is collecting responses from half the sample by calling each sample line only once, and collecting the other half with a standard calling protocol (i.e., multiple attempts at contact). Previous retrospective analysis indicated that a one-attempt strategy would not significantly alter either response quality nor sample representation and would be more economical. *Study Director:* Jill Hardy.

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Learning Mathematics for Teaching (LMT). LMT is an ongoing research project being conducted by the Univ. of Michigan School of Education and SRC. The project aims to further the development of measures of teachers' mathematical knowledge for teaching by contributing to research that defines the component elements of knowledge for teaching K-8 mathematics, and inform professional development programming. LMT is in its second year of data collection, targeting 1,000 completed self-administered questionnaires. *Principal Investigator:* Heather Hill (Univ. of Michigan School of Education), *Survey Manager:* Jenny Bandyk.

Panel Study of Income Dynamics (PSID). Begun in 1968, PSID is a longitudinal study of a representative sample of U.S. individuals (men, women, and children) and the family units in which they reside. It emphasizes the dynamic aspects of economic

and demographic behavior, but its content is broad, including sociological and psychological measures. SRC completed the study's 34th wave of data collection in the fall of 2005. *Principal Investigators:* Frank Stafford and Bob Shoeni, *Survey Manager:* Eva Leissou.

MINNESOTA

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Public Views on Mental Health. Wilder Research conducted a multimethod survey of more than 500 suburban county residents (age 14 and older) to measure awareness and attitudes toward mental health issues. Methods included intercept interviewing, a Web survey, group SAQs, and an RDD survey. Results of the December 2005–February 2006 survey will guide a public awareness campaign to reduce stigma and encourage community support for seeking needed treatment. *Principal Investigators:* Cheryl Hosley and Laura Martell Kelly, *Survey Coordinator:* Dan Swanson.

Neighborhood Views on Crime and Violence. To assist Partners for Violence Prevention in assessing change in neighborhood perceptions of crime and violence, Wilder Research conducted an RDD survey of 300 residents of an urban neighborhood in November–December 2005. *Principal Investigator:* Dan Mueller, *Survey Coordinator:* Cheryl Bourgeois.

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www.cura.umn.edu/programs/mcsr.html

2005 Minnesota State Survey, Part 1. This was the 22nd annual omnibus survey of Minnesota adults. From September 2005–November 2005, RDD interviews were completed with 805 adults. The survey was sponsored by government agencies and the Univ. of Minnesota and included the following 5 topics: quality of life, charitable organizations, employment, health, and organ donation. *Project Manager:* Pam Jones, *Study Director:* Rossana Armson.

2005 Minnesota State Survey, Part 2. This was the second part of the 22nd annual omnibus survey of adults in Minnesota. A total of 802 RDD interviews were completed from October 2005–January 2006. The survey was sponsored by government agencies and the Univ. of Minnesota and addressed quality of life, travel and recreation, education, traffic safety, and the environment. *Project Manager:* Pam Jones, *Study Director:* Rossana Armson.

2006 Twin Cities Area Survey. This was the 23rd annual omnibus survey of adults residing in the 7-county Minneapolis/St. Paul area. A total of 405 RDD interviews were completed from December 2005–January 2006. The survey was sponsored by Greater Twin Cities United Way and the Univ. of Minnesota and included questions about quality of life and the United Way. *Project Manager:* Pam Jones, *Study Director:* Rossana Armson.

NORTH CAROLINA

Social and Statistical Sciences

RTI International

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rak@rti.org; www.rti.org

Massachusetts 2005/2006 Hunger Assessment. Funded by Project Bread, this survey was designed to determine the extent to which households in low-income census tracts in Massachusetts cannot meet the household's basic food needs. In fall 2005, RTI completed RDD interviews with 480 households, 50% of which included 1 or more children based on screening procedures. *Project Director:* Doug Currivan.

Homeland Security Surveys and Analysis. Funded by the Dept. of Homeland Security, this project includes a series of surveys to assess the economic and social impact of recent changes in U.S. immigration and security policies on visitors to the U.S. and on U.S. citizens traveling abroad. The surveys will be conducted throughout 2006 using face-to-face interviews at air and land ports throughout the U.S. *Project Director:* Joe Eyeran.

Bilingual Census Project. To refine the Spanish translation of the decennial Census form planned for 2010, RTI will conduct cognitive interviews with 80–100 Spanish-speaking participants in Miami, Los

Angeles, Chicago, and Raleigh. Two rounds of cognitive interviewing were planned—the first began in January 2006; the second began in May 2006. The project is sponsored by the U.S. Census Bureau. *Project Manager:* Rachel Caspar.

Privacy and Security Solutions for Interoperable Health Information Exchange. Funded by the Agency for Healthcare Research and Quality (AHRQ) and the Office of the National Coordinator for Health Information Technology (ONC), this project is a state-based assessment of the variation in business practices, policies, and state laws related to the privacy and security of health information. RTI will work with 34 states and U.S. territories to engage a broad range of health-information stakeholders. The objectives are to identify those practices, policies, and laws that prevent nationwide sharing of electronic health information and develop feasible solutions. *Project Director:* Linda Dimitropoulos.

Assessment of the Medical Reserve Corps (MRC) Program. Funded by AHRQ and the Office of the Surgeon General, this program is a utilization-focused evaluation of the effectiveness of the MRC Program as it relates to its core purpose. Before the end of 2006, RTI will conduct an on-line census of 390 state, regional, and unit MRC coordinators and key-informant interviews with approximately 45 MRC Program staff and federal MRC stakeholders. *Principal Investigator:* Neely Kaydos-Daniels.

Navy Personnel Survey Strategic Initiatives Support Services. RTI will provide support services in the development of survey policy and Navy-wide survey strategy between May and December, 2006. The survey strategy will be developed through stakeholder interviews and a series of policy development papers. The Dept. of the Navy funds this project. *Project Director:* Michael Schwerin.

PENNSYLVANIA

Institute for Survey Research (ISR) Temple University

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lenlo@temss2.isr.temple.edu; www.temple.edu/isr

Project PRIDE Evaluation. ISR began an outcome evaluation of Project PRIDE, a large school-based drug abuse prevention program used throughout the

Philadelphia school system. The evaluation is seen as another step in a continuous process of program revision and improvement by PRIDE staff, informed by formal and informal evaluation efforts. The revised curriculum is based on a risk/protective factor model and features resistance skills and emotional awareness training as well as drug information. For the evaluation, a pre-/post-experimental design is used, featuring random assignment to treatment and control groups. Before-and-after measures in questionnaire form will be administered to approximately 200 6th- and 7th-grade participants in the PRIDE program and to “control” students not yet participating in the program. The outcome measures were established in previous studies and revised during a pretest phase in the spring of 2005. *Study Directors:* Leonard LoSciuto and Lorraine Porcellini.

Teenage and Adult Offspring of Twins. This NIDA-funded longitudinal study examines the development of health behaviors in teenage and young adult biological offspring of Vietnam Era Twin Registry members and how behaviors have changed in the 2 years since the offspring were initially interviewed. Also being examined is how family influences and individual experiences lead to similarities and differences between parents (who were interviewed 2 years ago) and their children, and how these influence health and development. Tracing of the sample of 839 began in the fall of 2005. Administering the 90-minute CATI instrument to the 14- to 34-year-old respondents ended in spring 2006. *Principal Investigator:* Kathleen Bucholz (School of Medicine, Washington Univ.), *Study Director:* Ellin Spector.

Hispanic Americans Baseline Alcohol Survey (HABLAS). HABLAS is a scientific survey of health issues related to drinking practices, associated problems, and attitudes toward alcohol in Hispanic/Latino communities in the U.S. The National Institute on Alcohol Abuse and Alcoholism (NIAAA) of the National Institutes of Health (NIH) funds the study. Data collection began in January 2005. During this time, ISR is conducting English and Spanish CAPI interviews with a probability sample of 6,000 adult respondents among 4 Hispanic national groups—Puerto Rican Americans, Cuban Americans, Mexican Americans, and Central/South Americans—in New York City, Miami, Los Angeles, Philadelphia, and Houston. *Principal Investigator:* Raul Caetano (UT Houston School of Public Health), *Study Director:* Heather Hammer.

WASHINGTON

Social and Economic Sciences Research Center (SESRC)

Washington State University

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509-335-1511, fax: 509-335-0116

sesrc@wsu.edu; survey.sesrc.wsu.edu/

Survey of Workers. The study was sponsored by Rainer Research Associates with funding from Labor Market Evaluation of the Federal National Emergency Grant (NEG) and the Aerospace Grant to Assist Workers Who Have Lost Their Jobs Due to Political and Economic Shocks. The telephone survey consisted of 689 interviews with workers who have completed the training and job placement service program, workers who enrolled but did not complete the program, and workers who were offered but did

not accept the training. Questions were asked about the history of services and training received and their employment history since they were laid off. *Principal Investigator:* John Tarnai, *Study Director:* Marion Schultz.

Eat Healthy, Be Active Evaluation. This study is partial fulfillment of research of the Food Stamp Nutrition Education Service under a cooperative agreement with the Dept. of Social and Health Services and the U.St. Dept. of Agriculture. Sponsored by the Washington State Univ. Cooperative Extension Education to SESRC, this survey consisted of 401 completed and 31 partially-completed CATI interviews of food stamp households that received a copy of the newsletters/brochures entitled *Eat Healthy, Be Active*. The interview script asked about meal preparation and planning as well as the newsletter's impact on shopping and meal preparation. *Principal Investigator:* Danna Moore, *Study Director:* Marion Schultz.

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NOTE: U.S. postal regulations require that addresses include either a P.O. box or a street.



2005 Washington Dairy Farm Operations Survey. Sponsored by the Tacoma-Pierce County Health Dept., this mail study was designed as a follow-up to a survey conducted in 2003. It assessed antibiotic use and herd management techniques of dairy farms in Washington State to see what, if any, changes have been made and to help determine what type of materials are most helpful to these dairies. The questionnaire was mailed to the 386 dairy farmers who completed the 2003 survey. *Principal Investigator:* Danna Moore, *Study Director:* Kent Miller.

Washington Artists Health Insurance Project. Sponsored by AdvisArts Consulting, this Internet survey of 1,428 artists and art workers in the state of Washington collected information concerning the current health insurance status of artists and art workers in the state and to discover potential unmet needs. *Principal Investigator:* John Tarnai, *Study Director:* Thom Allen.

Moscow School District. This telephone survey was sponsored by the Moscow (Idaho) School District to determine the level of support for a school bond levy to improve school district facilities. The survey consisted of 402 completed interviews with randomly selected adults living in the Moscow School District geographic area. Questions were asked about school board issues, the bond amount residents would support, and which facilities and/or programs should receive the most support. *Principal Investigator:* John Tarnai, *Study Director:* Kent Miller.

WISCONSIN

University of Wisconsin Survey Center (UWSC)

University of Wisconsin-Madison
1800 University Ave. Room 102, Madison, WI 53726
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stevenso@ssc.wisc.edu; www.wisc.edu/uwsc

2006 Wisconsin Family Health Study. This yearly telephone survey is conducted for the Wisconsin Dept. of Health and Family Services (DHFS). UWSC has conducted this survey since 2000, working cooperatively with Wisconsin DHFS. The 30-minute interview is being conducted with approximately 2,400 Wisconsin households in 2006. The study uses the family as its unit of analysis. It assesses general family health, access to health care, and other health issues. *Principal Investigators:* Ann Spooner and Eleanor Cautley, *Project Director:* Theresa Thomson-Colón.

2006 Wisconsin Behavioral Risk Factor Surveillance Study. This yearly telephone survey is being conducted for the Wisconsin Dept. of Health and Family Services. UWSC has conducted this survey since 2000. The 25-minute questionnaire will be completed with approximately 4,000 Wisconsin households in 2006. The study measures the health and health-related behaviors of Wisconsin residents. Funding comes from the CDC and the Wisconsin Dept. of Health and Family Services, with modules funded by a variety of other partners. *Principal Investigator:* Anne Ziege, *Project Director:* Bob Cradock.

Dissemination and Utilization Study of the Social Validation Model. In early spring, UWSC will be conducting 2 focus groups with academic researchers to evaluate and improve methods for implementing research into clinical practice. These groups will be conducted via telephone conference. Funding comes from UW-Madison. *Principal Investigator:* Pimjai Sudsawad, *Project Director:* Ed Nelson.

Graziers and Conservation. UWSC will conduct this mail survey with approximately 800 farmers for a researcher in the UW Dept. of Agronomy. The survey will examine farming practices related to raising grazing animals and the conservation concerns, methods, and techniques of farmers. Funding comes from the Univ. of Wisconsin. *Principal Investigator:* Julie Doll, *Project Director:* Kristin Zache.

2006 Wisconsin Recycling Study. Funded by the Wisconsin Dept. of Natural Resources (DNR), this RDD study continues to track household attitudes and opinions relating to recycling practices throughout Wisconsin, with a new module relating to handling of e-Trash. During February and March, we will complete 20-minute interviews with approximately 500 adults randomly selected from households. *Project Director:* Renee Davis.

CANADA

Institute for Social Research (ISR) York University

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isrnews@yorku.ca; www.isr.yorku.ca

2006 Canadian Election Study. Between November 29, 2005, and January 22, 2006, more than 4,000 telephone interviews were conducted during the Canadian federal election campaign. A rolling

cross-sectional sample was utilized whereby 80 interviews were conducted every day of the campaign with randomly selected Canadian citizens of voting age. The research team examined how Canadians feel about the major issues in the campaign and why they elect the people and parties they do. The 2nd phase of this project is a post-election telephone survey in which respondents from the campaign-period survey will be re-interviewed to evaluate attitudinal changes that may have occurred during the campaign. Study funding came from Elections Canada. *Principal Investigators:* André Blais and Patrick Fournier (Univ. de Montréal), Elisabeth Gidengil (McGill Univ.), Neil Nevitte (Univ. of Toronto), and Joanna Everitt (Univ. of New Brunswick); *ISR Study Director:* David Northrup.

Internet Gambling. The goals of this national study are to determine the prevalence of Internet gambling and problem gambling across Canada; determine the demographic characteristics of Internet gamblers and problem gamblers; explore the Internet gambling experience, including expenditures, frequency, and duration of play; compare Canadian findings with North American research; and set out policy recommendations for the creation of an online problem gambling awareness program for Internet gamblers. The 1st stage of this study will be a telephone survey of an RDD sample of 1,000 adult Canadians;

the main study, to be conducted later in 2006, will include around 10,000 respondents. *Principal Investigators:* Robert Wood and Robert Williams (Univ. of Lethbridge), *Project Director:* John Pollard.

Boosting Women's Political and Social Resources. The goal of this study, one of the first of its kind, is to explore how the social networks of women from different socioeconomic and ethnic backgrounds affect their political involvement and their access to health services, housing, child care, etc. The Institute will conduct approximately 1,400 telephone interviews, in both English and French, with a random sample of adult women living in Toronto and Montreal, and 250 men also will be interviewed. Findings from the study will help policy makers develop strategies to increase women's social and political capital in Canadian society, particularly for women with low income and recent immigrants. Funding is being provided by the Policy Research Fund of Status of Women Canada. *Principal Investigators:* Dietlind Stolle and Elisabeth Gidengil (McGill Univ.), *Study Director:* David Northrup.

Primary Care Access. This province-wide study will measure the public's access to physicians by interviewing a random selection of Ontarians on their experiences seeking primary health care. During the winter of 2006, the Institute completed approxi-

PATRONS

- Abt Associates, Inc.
- American Association for Public Opinion Research
- Institute for Survey Research, Temple University
- Marketing Systems Group
- Mathematica Policy Research
- National Center for Education Statistics
- National Center for Health Statistics
- Opinion Research Corporation
- Research Triangle Institute
- Survey Research Center, University of Michigan
- Survey Research Laboratory, University of Illinois at Chicago
- Westat

mately 2,100 CATI interviews across Ontario, and the survey was repeated in the spring, summer, and fall of 2006. Respondents were asked about their reasons for wanting to contact a physician or their office, any barriers or wait times they experienced, and their overall levels of satisfaction in accessing care. The information gathered will be used to develop programs to improve the public's access to physicians across the province. Funding comes from the Ontario Ministry of Health and Long-Term Care. *Principal Investigator:* Sten Ardal (Ontario Ministry of Health and Long-Term Care), *Study Director:* David Northrup.

2006 Federal Election Candidate Survey: Nomination Contests, Political Finance, and Campaign Organization. In 2004, new legislation significantly changed the way Canadian political parties finance their activities. A team of 4 researchers from 3 universities, led by Lisa Young of the Univ. of Calgary, has been studying the impact of the changes on the organization and activities of political parties in Canada. As with the 2004 federal election, ISR is conducting a mail survey of almost 600 candidates from the 4 major parties who ran in the recent 2006 federal election and of about 200 individuals who ran for a major party's nomination prior to the 2006 federal election but lost the contest. For more information on this research and those on the research team, go to www.partyfinance.ca. Funding came from the Social Sciences and Humanities Research Council of Canada. *Study Director:* Liza Mercier.

Barriers to Diabetes Care. With funding from the Ontario Ministry of Health and Long-Term Care, this study examines awareness, knowledge, and attitudes about diabetes, and explores what barriers, if any, people in Ontario with diabetes experience in receiving adequate health care. This past winter the ISR conducted CATI interviews with 800 randomly selected respondents across Ontario who have diabetes, and an additional 200 interviews were conducted with diabetes sufferers in low-income areas across the province. The information gathered will help the Diabetes Task Group to recommend changes in the delivery of health care for people with diabetes across Ontario. *Principal Investigator:* Janet Hux, (Inst. for Clinical Evaluative Sciences and the Sunnybrook and Women's College Health Sciences Centre), *Study Director:* Renée Elsbett-Koepen.

Study of Long-Term Care Workers and Workplaces in Canada. This comparative survey,

conducted at ISR in the spring and summer of 2006, brought researchers from Canada together with those in Sweden, Denmark, Finland, and Norway to study the experiences of long-term care workers. The survey collected information from unionized long-term care workers in 70 randomly selected facilities in Manitoba, Ontario, and Nova Scotia to determine their views of their workplace, this health care sector overall, and how their work relates to other aspects of their life. The study also included a focus on gender. The findings of the research are intended to lead to improvements in working conditions and the quality of care provided to residents in long-term care. Funding came from the Canadian Institutes of Health Research. *Principal Investigators:* Pat Armstrong and Michael Ornstein (York Univ.), Hugh Armstrong (Carleton Univ.), and Alec Ostry (Univ. of British Columbia); *Study Director:* Liza Mercier.

GERMANY

ZUMA-Center for Survey Research and Methodology

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Pioneers of Europe's Integration "from Below": Mobility and the Emergence of European Identity Among National and Foreign Citizens in the EU. This mixed mode and cross-cultural survey in 5 European countries, financed by the European Commission, is now finished. Further data analysis to uncover the conditions and motives of internal mobility within the EU is now being conducted. *Project Coordinator:* Ettore Recchi (CIUSPO, Università di Firenze), *National Coordinators:* Michael Braun (ZUMA, Mannheim), Antonio Alaminos (OBETS, Univ. de Alicante), Anne Muxel (CEVIPOF-CNRS, Paris), and Damian Tambini (CSLS, Oxford Univ.).

European Social Survey (ESS). Coordinated by Roger Jowell, City Univ. London, the ESS received an EU grant for Round 4 in 2008. ZUMA is a member of the Central Coordinating Team of the ESS with responsibilities for sampling, questionnaire design, translation, and quality control. A further grant by the European Commission intended to strengthen the overall infrastructure of ESS. ZUMA is responsible for quality improvement activities and research into sampling. It participates in other activities of ESS, such as event data coding or social indicators.



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.*

NORC is pleased to report that many individuals have joined the organization. These include **William F. Clark**, Purchasing Manager; **Alicia Frasier**, Research Analyst; **Andrea Anderson**, Senior Project Manager; **Mary Jo Ardizzone**, Senior Vice President and Chief Financial Officer; **Dan Black**, Senior Fellow; **Prashila Dullabh**, Health IT Program Manager; **Benjamin Hamlin**, Senior Research Analyst; **Karen Harris**, Principal Research Analyst; **Michael O'Grady**, Senior Fellow; **Holly Stockdale**, Principal Research Analyst; **Wenya Yang**, Research Analyst; **Michael Combs**, Manager, Human Resources; **Carolyn Fuqua**, Research Analyst; **Benjamin Hamlin**, Senior Research Analyst; **Lucia Hammer**, Senior Research Analyst; **Sara Leitsch**, Research Scientist; and **Chao Xu**, Survey Statistician.

Ann Burke, **Robert Bailey**, and **Keith Smith** joined RTI's Survey Research Div. as Senior Research Survey Specialists. **LaChanda Carter**, **Sarah Harris**, **Kristin Miller**, **Michelle Yuan**, **Teresa Erbrecht**, and **Becky Lane** joined the division as Survey Specialists. **Sheree Hamrick** and **Shelly Parsons** both joined RTI's Survey Research Div. as Research Assistants. **Hyunjoo Park** and **Mandy Sha** both joined RTI's Survey Research Div. as Survey Methodologists. **Tracy Kline** joined RTI's Statistics and Epidemiology Unit as a Statistician/Psychologist in the Program Evaluation and Outcomes Measurement program. **Eric Gillis** and **Tanya Williams** joined the Statistics and Epidemiology Unit as Health Analysts in the Chronic and Infectious Disease Research program; **Margaret Cunningham** joined the unit as an Analyst in the Multisite Study Design Coordination and Analysis program. **Jamie Friedman** joined RTI's Education Studies Div. as a Research Education Analyst. **Casey Tischner** and **Jason Stockdale** joined RTI's Survey Research Div. as Survey Specialists; **Sonia Rodriguez** joined the Div. as a Language Methodologist.

The European Centre for Comparative Surveys at ZUMA welcomes 3 new experts: **Annelies Blom** supports the Cross-National Survey Implementation division. **Matthias Ganninger** aids the division of Cross-National Sampling, and **Dorothee Behr**

assists the Cross-Cultural Questionnaire Design, Adaption, and Translation division.

The Survey Research Laboratory at the Univ. of Illinois at Chicago welcomes **Sowmya Anand** as Coordinator of Research Programs. Sowmya is located in SRL's Urbana-Champaign office.



JOB OPPORTUNITIES

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

NORC, a national organization for research and computing, affiliated with the Univ. of Chicago, is looking for **statisticians, survey methodologists, statistical programmers, data managers, project directors**, and **social scientists** with advanced training or experience in survey research or survey operations. New staff will be based in our Chicago or Washington, D.C. offices. To find out more, please visit www.norc.org/careers. NORC is an affirmative action, equal opportunity employer that values and actively seeks diversity in the workforce.

The Survey Research Division of the Survey and Computing Sciences Unit at RTI International is seeking to fill the position of **Survey Specialist I/II**. Survey specialists support day-to-day activities of telephone, mail, Web, and field studies; provide support to field staff and project management. Responsibilities include contributing to the preparation and presentation of research proposals; working with study managers to develop, implement, and monitor research designs; providing specification documents and thorough testing to support the development of computerized survey instruments; assisting with the recruitment of field staff; writing and reviewing sections of training manuals; assisting with planning and implementation of training sessions for field/telephone staff; coordinating communication between respondents, interviewing staff, and project management; and preparing and presenting reports to the client. Some travel as well as night and weekend work may be required. Entry-level candidates will have a minimum of a B.A. in a social science field and experience in survey research. Mid-level candidates will have an M.A. with proven experience in data collection projects. Qualified candidates will

Lead Articles Sought

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

have experience in survey research and data collection, excellent written and verbal communication skills, strong organizational skills, the ability to multitask, knowledge of and experience using personal computer and Microsoft software applications, the ability to work independently with minimal supervision, and the ability to meet strict deadlines. We are proud to be an EEO/AA employer M/F/D/V. Submit resume on-line at www.rti.org. For more information, contact Sheila Knight, Research Triangle Institute, P.O. Box 12194, Research Triangle Park, NC 27709, sknight@rti.org.

The Survey Research Division of the Survey and Computing Sciences Unit at RTI International is seeking a **Program Manager/Senior Survey Research Specialist** for its Mental Health and Substance Abuse Surveys Program (MHSA). The ideal candidate will work closely with senior management to refine the vision of MHSA and increase the growth, visibility, and scientific stature of the Program and its staff. Management responsibility will be for 2-5 direct senior reports and indirect management responsibility for approximately 25 survey professionals (mentoring of junior and mid-level staff is a top priority). We are also looking for a person to provide consultation to current and proposed projects in the area of mental health and substance abuse, survey design, quality control, and data analysis. Project responsibilities include technical and budget management, and/or roles as

principal investigator or project director. Other activities include significant responsibility for proposal development, marketing/business development, and seeking to build relationships with current and future clients/partners/colleagues. A Master's degree or Ph.D. in the field of survey research or methodology, statistics, or a social science discipline is strongly preferred. Candidates should have a minimum of 10 years experience in positions of increasing responsibility in survey research and substance abuse/mental health research, with at least 5 years of experience in project management and proposal development. The ideal candidate will have advanced knowledge of the principles, processes, and methods of survey research and be recognized as a national expert in this substantive area. Finally, candidates should also exhibit a track record of leadership, collaborative research, team building, and program development. We are proud to be an EEO/AA employer M/F/D/V. Submit resume on-line at www.rti.org. For more information, contact Sheila Knight, Research Triangle Institute, P.O. Box 12194, Research Triangle Park, NC 27709, sknight@rti.org.

The Survey Research Division of the Survey of the Computing Sciences Unit at RTI International is seeking to fill the position of **Health Security Epidemiologist** in our Research Triangle Park, NC, office. Duties include providing support to research staff by assisting with project development activities, literature reviews, development of study materials, data collection and processing, data analysis, and report writing. Topics include food safety epidemiology, Hazard Analysis and Critical Control Point (HACCP) systems, agricultural risk assessment, preparedness, surveillance, and other health security topics. Occasional travel to meat and poultry farms and processing plants may be required. Required qualifications include a Master's degree in Epidemiology, at least 2 years experience working in a research environment, and knowledge of the microbiology of foodborne pathogens. Experience performing risk assessments is preferred. We are proud to be an EEO/AA employer M/F/D/V. Submit resume on-line at www.rti.org. For more information, contact Sheila Knight, RTI International, P.O. Box 12194, Research Triangle Park, NC 27709, sknight@rti.org.

The Survey Research Division of the Survey and Computing Sciences Unit at RTI International is seeking a **Call Center Supervisor**. The Call Center Supervisor will: serve as the liaison between the RTI Call Center Services (CCS) and internal and external clients, including RTI project staff; receive requests from clients and respond under guidance from the CCS Manager; test questionnaire systems

to identify problems and recommend changes in questionnaire wording, layout, and sequencing; participate in the planning of survey projects by providing technical feedback and recommendations to project staff regarding project training programs, operational strategies, and software; develop or assist RTI project staff in the development of data collection protocols and procedures, sample management strategies, queue management, case flow plans, tracing steps, and testing and review of questionnaires; participate in planning, coordinating and conducting project training programs; set up and monitor projects to ensure project specifications are adequately met; document, troubleshoot, and recommend courses of action for production problems; monitor cost and production reports; keep CCS Manager and RTI project staff updated on project progress; manage project workflow processes; evaluate staffing requirements for assigned projects and discuss modifications in resource needs with CCS Manager; contribute to proposal efforts by preparing technical proposal sections, special-purpose resumes and biographical sketches, accurate and effective boilerplate sections (e.g., corporate capabilities, facilities, project abstracts) and generic descriptions of methodologies; prepare materials for cost proposals including price quotes, backup documentation, and spreadsheets; develop and improve professional and technical knowledge and skills to increase competency and efficiency by attending workshops, seminars and courses; increase RTI CCS' internal and external recognition by assisting in preparation of papers to be presented at in-house seminars or professional meetings; review literature regarding developments for improvement of telephone survey data collection processes and call center systems, working knowledge of the principles, processes, and methods of survey research, especially phone data collection practices, Interactive Voice Response and tracing practices; time management, organization, communication, and interpersonal skills, supervisory, team building, and leadership skills; ability to establish and maintain effective working relationships; ability to complete tasks in a timely manner; adapt to changing workflow with minimal supervision; and proficiency with MS Office applications and MS Outlook. Education and experience: Bachelor's degree plus 2 years of related experience in a call center environment or equivalent combination of education, training, and experience. Research interviewing or tracing call center experience preferred. We are proud to be an EEO/AA employer M/F/D/V. Submit resume on-line at www.rti.org. For more information, contact Sheila Knight, RTI International, P.O. Box 12194, Research Triangle Park, NC 27709, sknight@rti.org.

The Survey Research Division of the Statistics, Survey and Computing Science Unit at RTI International is seeking a **Senior Registry Researcher** for its Disease Control and Registries Program. The ideal candidate will have experience with methodological and analytic issues regarding cancer registries. The candidate will work closely with Senior Management to apply this expertise toward the growth, visibility, and scientific stature of the program in research using cancer registries and other kinds of registries. We also are looking for a person to provide consultation to current and proposed projects in the area of public health, registry design, quality control, and data analysis. Project responsibilities include technical and budget management, and/or roles as principal investigator or project director. Other activities include significant responsibility for proposal development, marketing/business development, and seeking to build relationships with current and future clients/partners/colleagues. The ideal candidate will have advanced knowledge of the principles, processes, and methods of cancer registries and survey research, and be established as an expert in cancer registries. Candidates should also exhibit a track record of leadership, collaborative research, team building, and program development. A master's degree or Ph.D. in the field of public health, epidemiology, survey research or methodology, statistics, or another social science discipline is strongly preferred. Candidates should have a minimum of 10 years experience in positions of increasing responsibility in cancer registries, public health, or survey research, with at least 5 years of experience in project management and proposal development. We are proud to be an EEO/AA employer M/F/D/V. Submit resume on-line at www.rti.org. For more information, contact Sheila Knight, RTI International, P.O. Box 12194, Research Triangle Park, NC 27709, sknight@rti.org.

Wilder Research has an opening for a **Survey Research Manager** to head its data collection department and conduct studies. We are a dynamic, nonprofit organization that conducts nationally-recognized program and policy studies in the human service, education, and health fields. Position responsibilities include managing data collection staff, directing all phases of survey research projects, preparing proposals and working with human service professionals to develop studies, and providing technical consultation to research staff. Master's degree with at least 5 years of social science research experience required. Send cover letter and resume to: Dr. Dan Mueller, Wilder Research, 1295 Bandana Blvd. N., Suite 210, St. Paul, MN 55108,

dan@wilder.org. For more information about Wilder Research, visit www.wilderresearch.org. AA/EOE.

The Center for Survey Research, Univ. of Massachusetts Boston, has an opening for a **Senior Research Fellow**. 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 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. Send vita to: Director, Center for Survey Research, Univ. of Massachusetts Boston, 100 Morrissey Blvd., Boston, MA 02125. EEO/AA.

PUBLICATIONS

The following is a list of publications related to survey research. They are not available from Survey Research nor the Survey Research Laboratory.

- Arlie, C. R. (2006). Enhancing the matching model of recruitment through focus groups. *Aging & Mental Health, 10*(3), 312–318.
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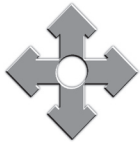
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