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

An Inquiry into Declining RDD Response Rates

Part III: A Multivariate Review

By Diane O'Rourke and Timothy Johnson

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.

This article is the third in a series on response rates to RDD surveys. In previous issues of *Survey Research* (Vol. 29, Nos. 2 and 3, 1998), we looked at the descriptive results of our survey of survey organizations, including the content of introductory remarks, the size of the telephone center, the composition of the interviewing staff, and interviewers' starting pay. Now we move on to multivariate analyses to answer the question: Is there anything we can do to increase the response rates?

Because response rate calculations vary among organizations, our respondents were given a set of final disposition categories and asked to apportion 1,000

cases as they typically would be finalized on a nationwide RDD survey, based on their experience. A standard response rate was then computed for each organization, using a formula suggested by the Council of American Survey Research Organizations (CASRO): number of interviews divided by number of eligible cases (1982). The denominator included an estimated proportion of cases of unknown eligibility (e.g., ring-no-answers) equal to the proportion of eligible cases where eligibility status is known. (For example, if eligibility among known cases was 80%, then 80% of the ring-no-answers would be considered eligible and included in the denominator.) This formula also appears as "Response Rate 3" in the American Association for Public Opinion Research publication *Standard Definitions: Final Dispositions of Case Codes and Outcome Rates for RDD Telephone Surveys and In-Person Household Surveys* (1998, p. 19).

Of the 56 organizations responding to the e-mail survey, 36 supplied the numbers necessary to calculate a CASRO response rate. Some of the nonresponding organizations indicated they had limited experience with RDD surveys. Some noted that they had not done a nationwide RDD survey, so they supplied figures for statewide RDD work. These statewide figures account for several of the highest response rates, reinforcing the belief that statewide surveys typically produce higher response rates than nationwide surveys, particularly in states with few major metropolitan areas.

A review of bivariate relationships for all variables between the two groups (those for which we were able and those for which we were unable to compute response rates) found that only size of telephone center was significantly different. The 36 organizations for

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which we could compute a response rate were significantly smaller (mean of 20 CATI stations) than the 20 for which we could not (mean of 37). None of the other variables (e.g., content of introduction, staff variables) differed significantly across the two groups.

Based on the information supplied, CASRO response rates of from 5.8% to 70.1% were calculated, with a mean of 46.8 and a median of 50.0. (The 5.8% response rate was derived from a quota sampling system that left a high number of noncontacts. The next lowest response rate (the lowest using probability sampling) was 22.2%.) Although we asked for "typical results," it is possible that some organizations gave figures for their most successful RDD survey, making true rates actually lower than those reported here.

In spite of these limitations, we hoped to learn some practical information about obtaining high(er) response rates, specifically:

1. Does it help to include or omit certain statements in the introductory remarks?
 2. Is higher interviewer pay a major factor?
 3. Is the employment composition of the interviewing staff important?
 4. Do cross-training and longevity make a difference?
- Unfortunately, but not surprisingly, there are few answers.

Introductory Remarks to the Interview

Since most refusals occur during the introduction of the call, we looked at whether or not the content of that introduction correlated with response rate (see Table 1).

Only verifying the telephone number and indicating the sponsor's name were significantly related to response rate—both in a positive direction. Including the sponsor's name may increase the perceived legitimacy of the survey and allay fears that the call is for telemarketing purposes. In addition, because most of these surveys are for university professors, government agencies, or not-for-profit organizations, the name of the sponsor itself may add helpful information. It is not clear why verifying the telephone number has a positive effect. Some organizations have started saying, "We're not selling anything," in hopes of quickly distancing themselves from telemarketing. However, this did not seem to make a difference in response rates.

Interviewer and Telephone Center Characteristics

Each organization was asked to apportion their usual staff of telephone interviewers among the following categories: college students working part-time, others working part-time only, part-timers with other jobs, and people working full-time as interviewers.

Table 1. Introductory Remarks

Remark	% that include	Correlation with response rate
	(n=56)	(n=34)
Verify telephone number	57	.491**
The sponsor's name	61	.329*
Phone number was randomly selected	75	.299
The interviewer's last name	55	.260
The interviewer's first name	90	.187
What the interview is about in general	98	.187
The organization's name	95	-.178
What the interview is about specifically	20	.103
The approximate length of the interview	48	-.100
A statement of confidentiality	86	.071
Disclaimer: "not selling anything"	36	-.047
Ask if okay to proceed	33	.035

*Significant at .05 level

**Significant at .01 level

While the percentage of full-time interviewers did not correlate with response rate, the percentage of college students did, in a negative direction (see Table 2). Thus, the greater the percentage of interviewers who were college students, the lower the response rate.

Table 2. Correlations Between Response Rate and Type of Interviewer

Category	Correlation
PT college students	-.507**
Work PT only	.143
Also have FT job	.371
FT interviewer	-.020

**Significant at .01 level

Table 3. Other Possibly Related Variables

Variable	Correlation
Work on more than one study at a time	.391*
Number of CATI stations	.371
Located in a "college town"	-.107
Population of town/city	.088
% interviewers worked 6+ months	.066
Starting hourly pay	.054

*Significant at .05 level

Other variables looked at are shown in Table 3. The only other significant correlation was with responses to the question, "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?" This crosstraining did correlate significantly with response rate. On the other hand, starting pay, which ranged from \$5.25 to \$10.25 (February 1998 dollars), was virtually uncorrelated with response rate.

One hypothesis related to the negative effect of college student interviewers is that they are less likely to stay in the job and gain experience. In fact, the correlation between percentage college students and percentage of staff having worked six months or more was -.406, although not significant. In addition, the correlation between percent college students and typically working on more than one study at a time was -.324 (but again not significant). This lack of tenure and cross-training could come from small university organizations that conduct surveys on an irregular basis and one at a time, thus hiring and then terminating on an as-needed basis and not allowing them to maintain an experienced

Table 4. Multiple Regression with Response Rate

Variable	Beta	B	se	Significance
% college students	-.632	-.294	(.080)	.001
% worked 6 mos.	-.376	-.188	(.083)	.033
Work on >1 study	.257	5.240	(3.516)	.148
N CATI stations	.188	.199	(.164)	.236
Starting pay	-.176	-1.948	(1.648)	.248
Constant		94.794	(17.808)	.000

workforce.

That being said, a multiple regression of several interesting factors found a very significant and large correlation between percentage college students and response rate, even after controlling for tenure, cross-training, size of center, and starting pay (see Table 4). The adjusted R² for this equation was 0.275.

The negative relationship between response rate and job tenure is puzzling. Given the small sample size (n = 34) and problems of multicollinearity, it is not clear how valid these data are in general. Consequently, the quest for learning more about organizational factors related to response rate must continue.

References

American Association for Public Opinion Research. (1998). *Standard definitions: Final dispositions of case codes and outcome rates for RDD telephone surveys and in-person household surveys*. Ann Arbor, MI: Author.

Council of American Survey Research Organizations Task Force on Completion Rates. (1982). *On the definition of response rates. CASRO Special Report*. Port Jefferson, NY: Council of American Survey Research Organizations.

 **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 newsletter nor the Survey Research Laboratory can provide this information. Study summaries are accepted by Survey Research newsletter with the understanding that additional information can be released to others.

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Comptroller's Survey on Health Care in

Connecticut. Conducted in February 1999 for the Office of the Connecticut State Comptroller, the purpose of this RDD survey of 502 Connecticut residents was to examine attitudes toward health care, health care insurance, and possible regulations that would apply to health care insurance providers. *Project Manager:* Nancy Barth.

Work Trends Quarterly Survey #2: Work and Family. Approximately 1,000 RDD interviews were conducted with adults in the U.S. labor force in February 1999. The survey, one of a series conducted by the CSRA and the John J. Heldrich Center at Rutgers Univ., focused on the balance between work and family. *Principal Investigators:* Kenneth Dautrich (UConn) and Carl Van Horn (Rutgers), *Project Director:* Chase Harrison.

Work Trends Quarterly Survey #3: The Working Poor. In May through June 1999, approximately 500 telephone interviews were conducted with workers with annual household incomes no more than twice the federal poverty level. A dual-frame RDD sample design oversampled telephone exchanges in low income areas. Topics included balancing work and family, job satisfaction, and job training. *Principal Investigators:* Kenneth Dautrich (UConn) and Carl Van Horn (Rutgers), *Project Director:* Chase Harrison.

Y2K Survey. Sponsored by the Media Studies Center, this telephone survey of 1,000 American adults asked about the job media do covering Y2K issues. *Project Director:* Jennifer Dineen.

Clinton-Lewinsky Survey. Four nationwide telephone surveys, including three panel waves, were conducted for the Media Studies Center to track the public's evaluation of media coverage of the Clinton/Lewinsky story. In February 1998, the first wave obtained 1,000 interviews. Wave two (August 1998) collected 1,000, including a 500-person panel from wave one, and the third wave (October 1998) interviewed 1,000. Of the 1,000 individuals interviewed in February 1999 for wave four, 400 were respondents from waves one and two. *Project Director:* Jennifer Dineen.

Venture Capital BestPractices™ Tracking Survey. This ongoing survey for PricewaterhouseCoopers about various business practices is conducted about every 10 weeks via the Internet of VentureCapitalists. The sample size is approximately 150, and the first two waves were completed in January and June 1999. *Project Director:* Jennifer Dineen.

Software Best Business Practices Survey. Sponsored by PricewaterhouseCoopers, this survey of more

than 600 software company CEOs or their designees asked about software research and development issues. The data were collected via Internet after notification letters were mailed containing the website location, a logon id, and password, and results are available at <http://www.pwcsoft.com>. *Project Director:* Jennifer Dineen.

Journalism Retention Survey. Telephone interviews were conducted in June and July with 900 journalists working at daily newspapers with circulations of 25,000 or more. The cross-sectional sample was supplemented with oversamples of African American, Asian American, Hispanic, and Native American journalists. This study was sponsored by the Media Studies Center. *Project Director:* Jennifer Dineen.

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Travel Survey. The FSUSRL recently completed a travel survey for the Florida Dept. of Transportation. The survey involved two stages: a recruitment stage and a travel diary stage. Data were gathered from approximately 10,000 households in Brevard, Miami-Dade, and Palm Beach Counties. Of these, 7,070 respondents were willing to complete the longer travel diary stage. Each household was mailed a packet of diaries to be completed by each person in the household. The data from the diaries were gathered using CATI techniques, bridged with GIS software in order to provide real time geocoding of respondents while they were on the phone.

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1998 Survey of Small Business Finances. The third in a series, this study examines for-profit businesses with fewer than 500 employees that are either a single establishment or the headquarters of a multiple estab-

ishment company. The objective is to understand how small businesses finance themselves, what sort of access to credit they have, and the impacts of changes in financial organizations on access to credit for small businesses, particularly those that are minority owned. Following eligibility screening of 40,000 U.S. businesses, telephone interviews with 6,000 businesses will be conducted. *Project Director:* Catherine Haggerty, *Associate Project Director:* Karen Grigorian.

Polish Breast Cancer. Beginning in fall 1999, 400 PAPI interviews will be completed over four years for Michigan State Univ. under contract to the National Cancer Institute. The NORC component will consist of interviews with 200 Polish-born women as control cases and 200 Polish-born women with breast cancer in the Chicago area and will ask questions about risk factors such as diet and lifestyle before and after their immigration to the U.S. A parallel study will be conducted in Poland. *Principal Investigator:* Dorothy Pathak (Michigan State Univ.), *Project Director:* Mary Hess.

1999 National Gun Policy Survey. For the fourth consecutive year of this study, approximately 1,200 RDD CATI interviews will be conducted. Topics include attitudes toward the regulation of firearms, gun ownership and use, knowledge about guns and gun control laws, crime concerns, attitudes toward government and guns, and attitudes about children and guns. *Principal Investigator:* Tom Smith, *Project Director:* Alma Kuby.

Census 2000 Evaluation Study. Approximately 1,125 CATI interviews and 1,375 in-person interviews were completed this fall with a cross-section of U.S. adults, with oversamples in some ethnicities. The survey covers various aspects of the upcoming Census such as public awareness, civic involvement, and basic demographic information. *Principal Investigator:* Kirk Wolter, *Project Director:* Sally Murphy.

The Second Longitudinal Study of Aging, Wave Three. Over 7,000 CATI interviews with or about people aged 74 or older will be completed between June 1999 and March 2000. Funded by the National Center for Health Statistics (NCHS), this study will be the third contact with people who were first interviewed as participants in the National Health Interview Survey and then reinterviewed by NORC in 1997. *Principal Investigator:* Julie Dawson Weeks (NCHS), *Study Director:* Leslie Athey.

Medicare Telephone Customer Satisfaction Study. Over 24,000 interviews were conducted to build a national baseline measure for telephone customers' satisfaction with Medicare call centers. A satisfaction

questionnaire, sampling methodology, training materials, and procedures were developed to allow over 70 call centers to complete standardized quarterly customer satisfaction surveys for the Health Care Financing Administration. NORC is subcontractor to The Lewin Group, Inc. (TLG, Inc.). *Principal Investigators:* Allen Dobson and Joan DaVanzo (TLG, Inc.), *Project Director:* Stephen Smith.

National Survey of Indigent Defense Systems. This Bureau of Justice Statistics funded survey of the types of criminal defense allocation systems used in the 50 states will be compared with baseline data from 1982 and 1986. The self-administered questionnaires, mailed to 734 sampled counties and 1,400 programs, focus on costs, caseloads, application of the system in juvenile courts, death penalty cases and other specialty programs, the assignment of counsel, compensation, indigence screening, and training. *Project Director:* Natalie Suter.

Public Opinion Poll on Brazil's Image in the U.S. NORC will conduct this survey with a grant from Brazil's Ministry of External Relations. Running from October 1999 through April 2000, it will include three components: 1) a 1,000-case RDD CATI survey of the general public's knowledge of and attitudes toward Brazil, including an oversample of people living in areas of the U.S. with higher than average proportions of persons of Brazilian ancestry; 2) a 200-case CATI survey of opinion makers in the U.S.; and 3) a 70-case ethnographic survey of persons in the U.S. who deal with Brazil. *Project Director:* Paul Pulliam, *Associate Project Director:* Michael Reynolds.

National Longitudinal Survey of Youth, Rounds 3-5. NORC has been awarded a contract to continue the next rounds of the U.S. Bureau of Labor Statistics sponsored personal interview survey, NLS-97. This survey had its first round of interviewing in 1997 and now will continue annually, interviewing approximately 9,000 youth who were 12-16 years of age on December 31, 1996. This major longitudinal CAPI survey collects data on earnings, education, family, and work. *Principal Investigator:* James Walker, *Project Director:* Gail Hoff.

National Longitudinal Survey of Youth, Rounds 19 and 20. To be conducted by the Center for Human Resource Research at the Ohio State Univ. and NORC, this study has been ongoing since the base year of 1979. The goal for Round 19, beginning in May 2000, will be to interview approximately 8,400 persons via CAPI. *Project Director:* Charlene Weiss.

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Market Rent Study. Intended to provide a clearer picture of the rental market in the Chicago metropolitan area, this mixed-mode study gathered information from property owners and managers in six counties. The research was sponsored by the College of Urban Planning and Public Affairs (CUPPA) at the Univ. of Illinois at Chicago and funded by the Metropolitan Planning Council. *Principal Investigator:* Janet Smith (CUPPA), *Project Coordinator:* Martine Sagun.

ACES Farmers Study. Sponsored by the Dept. of Agricultural and Consumer Economics (ACES) at the Univ. of Illinois at Urbana-Champaign and funded by the U.S. Dept. of Agriculture, this study seeks to assess farmers' use of market advisor services and their willingness to take risk. A sample of 3,000 farmers who currently subscribe to a market advisor service and 1,000 non-subscriber farmers will be mailed the questionnaire in early 2000. *Principal Investigators:* Darrel Good, Scott Irwin, and Joost Pennings (ACES); *Project Coordinator:* Jane Burris.

Community Banking Focus Groups. To assess customer satisfaction with Seaway Bank, seven focus groups were conducted in May 1999. *Principal Investigator:* Herbert Conley (Chicago State Univ.), *Project Coordinator:* Gloria Chapa-Resendez.

Survey of Foster Parents and Children. This study, sponsored by the School of Social Work at the Univ. of Illinois at Urbana-Champaign (UIUC), sought to assess the quality of care provided to foster children in the custody of the Illinois Dept. of Children and Family Services. Face-to-face interviews were conducted with 65 foster parent/child pairs in Cook, Kankakee, and Will counties, and 20 of the foster parents were re-interviewed to test the reliability of the foster parent instrument. *Principal Investigator:* John O'Donnell (UIUC School of Social Work), *Project Coordinator:* Ingrid Graf.

Development of Recommendations for Surveying Disabled Persons. Funded by the National Center for Health Statistics, this project will result in a set of recommendations regarding steps organizations can

take to routinely include disabled persons in social surveys. A comprehensive literature review is currently being conducted, including an examination of the data archives of *Survey Research* to identify relevant studies that have been conducted by academic survey organizations in the U.S. in the last 25 years. Experts in the fields of survey research and occupational and physical rehabilitation will also be interviewed regarding their experiences and recommendations. *Principal Investigators:* Timothy Johnson and Jennifer Parsons.

OASA Data Analysis Project. The purpose of this study is to analyze the data from five needs assessment surveys currently being conducted by SRL for the Illinois Office of Alcoholism and Substance Abuse (OASA). For each of the surveys, which studied household, Medicaid, mental health, probationer, and juvenile detention populations, final report documents will also be prepared. *Principal Investigator:* Lillian Pickup (OASA), *Project Coordinator:* Timothy Johnson.

Cancer Information Study. The purpose of this CATI study is to explore the information-seeking behavior of 500 African American and white cancer patients and their family members. *Principal Investigator:* Alicia Matthews (Dept. of Psychiatry, Univ. of Chicago), *Project Coordinator:* Martine Sagun.

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Survey of Religion and Community Life in Indianapolis. Conducted to measure opinions on and experiences with community and religious life, this telephone study for the Polis Center was funded by the Lilly Endowment. A sample of random list-assisted telephone numbers in Marion County were called, and 806 randomly selected residents were interviewed. *Principal Investigator:* William Mirola, *Project Director:* John Kennedy, *Project Manager:* Kevin Vryan.

Star Short Poll 1999. Sponsored and funded by the *Indianapolis Star News*, the main purpose of the Star Short Poll is to provide an accurate measurement of public opinion on a variety of current issues and events. Topics for the 1999 survey included President Clinton's impeachment trial, the state budget surplus, and the Year 2000 computer bug. An alternate method of col-

lecting race and ethnicity information which closely approximates the new census race questions was used. Five-minute telephone interviews were completed with 561 respondents in March 1999. *Project Managers:* Kevin Tharp and Nancy Bannister.

Community Social Service Study—Client Survey.

This project researched the use of local governmental and community volunteer social services by current and former welfare recipients. It is sponsored by the Indiana Institute for Family and Social Responsibility at Indiana Univ. and funded by the Joyce Foundation, the Indiana Township Association, and the Indiana State Family and Social Services Administration. The results will be used to determine how well recipients are doing since welfare reform changes took place. Telephone interviews were conducted in May 1999 with 1,500 persons. *Principal Investigator:* Maureen Pirog, *Project Director:* John Kennedy, *Project Manager:* Heather Terhune.

Community Policing in America—The National Survey of Police District Commanders, Police Executives, and Agencies.

This mail study is sponsored by the U.S. Dept. of Justice, Office of Community Oriented Policing Services. The purpose is to obtain up-to-date information on what municipal and county police agencies around the nation are doing that is relevant to community policing and what police executives' and district commanders' views are on the issues. Over 2,500 municipal and county police chiefs and district commanders were surveyed through the summer. *Principal Investigators:* Stephen Mastrofski and Roger Parks, *Project Director:* John Kennedy, *Project Manager:* Heather Terhune.

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Prospective Students' (and Parents') Perceptions of Indiana University.

Sponsored by Indiana Univ (IU), the goal of these two surveys was to determine prospective students' and their parents' perceptions of IU and its "competitors," what characteristics they find important when selecting a college, and where they get information about universities. Over 400 prospective students and 400 parents were surveyed on CATI in July. *Project Managers:* Lana Bandy and Jill Bakehorn.

Perceptions of Homelessness in Marion County.

This research was conducted in conjunction with the Univ. of Indianapolis and Butler Univ. to assess precariously housed people in Marion County, determine attitudes toward homelessness, and elicit suggestions for

dealing with the problem. In October, CATI interviews were conducted with 400 RDD respondents and 200 low-income residents of Marion County. *Project Managers:* Jill Bakehorn and Brianne O'Brien.

Hoosier State Press Association. This research was conducted to determine the relationship between newspaper reading and voting and where Indiana residents receive information about elections. Sponsored by the Hoosier State Press Association, the RDD CATI survey conducted interviews in October with 1,000 Indiana residents and 200 "rural" residents. *Project Managers:* Lana Bandy and Andy Hutcherson.

Resident Perceptions of City Services. Sponsored by the City of Indianapolis, this annual study aimed to assess Indianapolis residents' evaluations of various city services. Over 1,600 RDD interviews were completed in August and September. *Project Managers:* Lana Bandy and Jill Bakehorn.

Jewish Federation. This research for the Jewish Federation of Greater Indianapolis was a mail survey to assess the needs of the 55 and older Jewish population in Indianapolis. *Project Managers:* Jill Bakehorn and Brianne O'Brien.

The Effectiveness of Indiana University's Recent Advertising Campaigns.

Indiana Univ. (IU) sponsored this research to determine whether Indiana residents were familiar with IU's recent advertising campaign. One thousand Indiana residents were selected by RDD from every county, and 1,000 were surveyed by CATI in June. This research was a follow-up study to the POL's previous work from 1996 and 1997. *Project Managers:* Jill Bakehorn and Lana Bandy.

General Public Perceptions of Indiana University.

Indiana Univ. (IU) sponsored this research to determine Hoosiers' opinions about the University, how people get information about IU, and their perceptions of the quality of education at IU. Over 1,000 Indiana residents were interviewed (RDD CATI) in June. This was a follow-up to the 1996 five-part study that helped IU determine what traits Hoosiers believe are important in a university. That study, administered to IU alumni, IU donors, prospective students, parents of prospective students, and the general public, helped determine future advertising campaigns. *Project Manager:* Lana Bandy.

Indiana Nursing Homes. The Indiana Health Care Association (IHCA) sponsored this research designed to measure Indiana residents' views on nursing homes and the care they provide. The research was also de-

signed to determine the penetration of IHCA's nursing home television and radio advertisements. CATI interviews were conducted with 600 Hoosiers in April 1999. *Project Managers:* Lana Bandy and Jill Bakehorn.

Planning Issues in the City of Indianapolis. The Indianapolis Division of Planning and the Polis Center sponsored this research to learn about planning issues as an initial step in updating the comprehensive land use plan. Over 1,200 Marion County residents and 600 business managers were interviewed (CATI). The residential survey was conducted by RDD, while a randomly-selected group of business managers were called. *Project Manager:* Lana Bandy.

Citizen Satisfaction with and Opinions on Indianapolis Fire Department Services. The Indianapolis Fire Dept. sponsored this research to find out residents' opinions on various existing and future fire department services. In May, RDD CATI interviews were conducted with 1,000 Indianapolis residents. *Project Manager:* Jill Bakehorn.

Youth Gaming Behavior in the State of Indiana. This research, sponsored by the School of Public and Environmental Affairs, focused on the gaming behaviors of 1,400 15- to 20-year-olds across the state. CATI interviews were conducted in June, followed by face-to-face interviews in July and August. *Project Manager:* Jill Bakehorn.

Westside Residents' Perceptions of their Neighborhood. For this survey of Indianapolis residents in a Westside Community Development Corporation neighborhood, a total of 400 RDD CATI interviews and 79 face-to-face interviews were completed in the spring of 1999. The survey was sponsored by Keep Indianapolis Beautiful, and the goal of the research was to learn about residents' attitudes about their neighborhood, the improvements they believe are needed, and their perceptions of community involvement. This is phase one of a two-part project. *Project Manager:* Lana Bandy.

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Psychiatric Disorders Among Low-Income Single Mothers (Mothers' Well-Being Study). Funded by the National Institute of Mental Health, the major aim of this study is to develop an ecological model of the individual, family, and environmental factors that influence low-income single mothers as they seek and maintain employment and other productive goals. The instrument includes several sections, components of the World Health Organization Composite International Diagnostic Interview questionnaire. Face-to-face interviews were conducted in the Detroit tri-county area from April to October 1999. *Principal Investigator:* Richard Tolman (Univ. of Michigan School of Social Work), *Survey Manager:* Lisa Holland.

Outpatient Drug Abuse Treatment Study. Approximately 1,100 CATI interviews were conducted between June and December with the directors and clinical supervisors of 550 outpatient substance abuse treatment facilities across the U.S. The purpose of this study, funded by the National Institute on Drug Abuse, is to evaluate the organization of outpatient substance abuse treatment in the U.S. The survey will identify prevailing trends in patterns of client use of services, the dominant treatment approaches used, the impact of managed care, competition and collaboration among service providers, financing of services, staffing patterns, and current standards of care. *Principal Investigator:* Tom D'Aunno (Univ. of Chicago), *Survey Manager:* ZoAnne Blackburn.

Foster Care Alumni Study. SRC will conduct approximately 700 interviews in Oregon and Washington with individuals served by two different models of family foster care. The study, funded by the Casey Family Program, will gather retrospective data about childhood family environments and foster care experiences, and current data about mental health and quality of life outcomes. *Principal Investigator:* Peter Pecora (Univ. of Washington, School of Social Work and the Casey Family Program), *Survey Managers:* Nancy Gebler and Tina Mainieri.

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Minnesota Household Child Care Survey. From June 1999 to February 2000, Wilder Research Center is conducting an RDD CATI survey of 3,500 Minnesota households with children aged 14 and under. The study, funded by the Minnesota Dept. of Children, Families, and Learning, covers patterns and determinants of usage for all types of child care arrangements. *Principal Investigators:* Richard Chase and Ellen Shelton, *Survey Project Coordinators:* Jim Richardson and Chou Thor.

Welfare-to-Work Transition. During the summer of 1999, 300 telephone interviews were conducted throughout Minnesota with current or recent participants in the Minnesota Family Investment Program (time-limited public assistance). The survey, conducted for the McKnight Foundation, asked about the use and effectiveness of locally provided welfare-to-work support services such as child care, transportation, and job exploration. *Principal Investigator:* Greg Owen, *Survey Project Coordinator:* Jane Frost.

Community Health Study. Interviews are being conducted in English, Hmong, and Spanish, asking residents of the West Side community in St. Paul, Minnesota, about their health care access. The sponsor is a coalition of local health care providers. To obtain the sample, Wilder Research Center used block listing and then randomly selected households. *Principal Investigator:* Richard Chase, *Project Coordinator:* Sidney Lange.

Tobacco-Related Attitudes and Behavior Among Minority Communities. From November 1999 to May 2000, Wilder Research Center is surveying 1,800 Minnesota residents from five cultures: African American, Asian American, American Indian, Hispanic, and East African. The survey, sponsored by the Minnesota Partnership for Action against Tobacco, uses focus groups, face-to-face interviews, and CATI interviews. *Principal Investigators:* Kate Heffernan and Paul Mattessich, *Project Coordinator:* Wendy Sedlak.

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Hutchinson Community Needs Survey--1999. The main goal of this mail survey, completed in September, was to provide an opportunity for City of Hutchinson residents to communicate with city officials and a community needs task force about community needs and priorities and preferences for funding options. A key question asked about residents' preferences for use of a \$1 million grant the city received from the state. Questionnaires were sent to a random sample of 800 households, and 564 surveys were returned. *Project Manager:* Pam Schomaker.

1999 Consumer Satisfaction Survey. This telephone survey was conducted in early 1999 for the Minnesota Dept. of Economic Security, Div. of Rehabilitation Services. A total of 384 CATI interviews and 9 in-person interviews were completed with a random sample of consumers who were receiving vocational rehabilitation services (i.e., open case consumers). The main goal was to learn about consumer experiences in the program and satisfaction with the services received. *Project Manager:* Pam Schomaker.

1999 Stakeholder Satisfaction Survey. Conducted in the spring of 1999 for the Minnesota Dept. of Economic Security, Div. of Rehabilitation Services, 295 CATI interviews were completed with a random sample of external stakeholders (e.g, program administrators, facility operators, agency personnel, advocates for persons with disabilities). Survey questions included satisfaction with services provided to consumers, perceptions about how well the program is accomplishing its goals, and an assessment regarding the inclusion of the program in Minnesota WorkForce offices. *Project Manager:* Pam Schomaker.

NEVADA

**Cannon Center for Survey Research
University of Nevada, Las Vegas**
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702-895-0167, fax 702-895-0165;
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Metropolitan Police Survey. This public opinion survey is part of a series of surveys conducted by UNLV's Cannon Center for Survey Research and sponsored by the Las Vegas SUN/Las Vegas ONE and local media outlets to assess public opinion in the Las Vegas metro area. RDD CATI interviews were conducted in August-

September with 400 residents on their opinions of the Las Vegas Metropolitan Police Dept., including recent police shootings, the number of police on the streets, and the job performance of the Metro Police Sheriff. *Principal Investigator:* Pamela Gallion, *Project Assistant:* Laurie Platz, *Field Supervisor:* John Miller.

Regional Transportation Commission (RTC) Survey. Commissioned by the RTC of Clark County, this RDD survey interviewed 800 county residents about public transportation. Both users and nonusers were interviewed. In addition, RTC conducted a rider poll. *Principal Investigators:* Pamela Gallion and Nancy Downey, *Project Assistants:* Troy McGinnis and John Miller.

Traffic Safety Awareness Survey. This July 1999 RDD CATI survey of 400 Clark County residents was sponsored by Kirvin Communications on behalf of the Nevada Office of Traffic Safety. Researchers sought to determine how familiar Las Vegas area residents were with traffic safety issues after a traffic safety awareness campaign by Kirvin. Respondents were also asked which traffic safety slogans they had heard or seen in the media or on billboard advertisements. *Principal Investigator:* Pamela Gallion, *Project Assistants:* John Miller and Laurie Platz.

NEW HAMPSHIRE

Survey Center

University of New Hampshire

Thompson Hall, 105 Main St., Durham, NH 03824;
603-862-2226, fax 603-862-1488;
acs4@christa.unh.edu; <http://www.unh.edu/ipssr/SurveyC.html>

WMUR-CNN New Hampshire Primary Poll. Conducted for WMUR-TV and CNN in April 1999, CATI interviews were completed with 710 likely voters on their voting intentions in the 2000 NH primary election. *Principal Investigator:* Andrew Smith.

WMUR-CNN New Hampshire Primary Poll. This September 1999 CATI survey of 702 likely NH primary voters again asked about their voting intentions in the 2000 NH primary election. *Principal Investigator:* Andrew Smith.

New Hampshire Municipal Association (NHMA)

Health Insurance Trust Subscriber Survey. In September, CATI interviews were completed with 556 subscribers to the NHMA Health Insurance Trust on awareness and favorability toward health insurance providers,

satisfaction with current health insurance coverage, current health status, and health promotion behavior. *Principal Investigator:* Andrew Smith.

Society for Protection of New Hampshire Forests (SPNHF) Members Survey. CATI interviews were completed with 387 SPNHF members in August on a range of membership issues, membership benefits, and environmental issues. *Principal Investigator:* Andrew Smith.

Vermont Employment Policies Survey. Conducted for the Employment Policies Institute, Washington, DC, CATI interviews were completed with 505 Vermont adults June 28 through July 2, 1999 to determine attitudes toward minimum wage laws. *Principal Investigator:* Andrew Smith.

Hillsborough County Tenant Rental Cost and Amenity Survey. CATI interviews were completed between February 7 and March 7, 1999 with 763 renters living in Hillsborough County, NH. Conducted for the New Hampshire Housing Finance Authority, the study aimed to assess rental rates and amenities. *Principal Investigator:* Andrew Smith.

New Hampshire Attitudes and Opinions on Teen Access to Alcohol Survey. The purpose of this survey was to determine attitudes of New Hampshire residents on issues related to teens and alcohol. CATI interviews were completed with 511 adults between April 19 and May 10, 1999. The study was conducted for New Futures, an initiative of the New Hampshire Charitable Foundation. *Principal Investigator:* Andrew Smith.

New Hampshire Youth Smoking Survey. CATI interviews were completed with 509 New Hampshire voters in February 1999 to determine attitudes toward smoking by youth. This study was also conducted for New Futures. *Principal Investigator:* Andrew Smith.

NEW YORK

Social Indicators Survey Center

School of Social Work

Columbia University

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Social Indicator Survey Center. Approximately 1,500 CATI interviews will be completed this fall resulting in a random sample of households in New York City. The study focuses on well-being as well as income and expenditures and assesses the various sources and levels of resources and supports available to households to meet their housing, child care, and health insurance expenses.

NORTH CAROLINA

Research Triangle Institute

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rak@rti.org; <http://www.rti.org>

National Education Longitudinal Study Fourth Follow-Up: 1988-2000. Sponsored by the National Center for Education Statistics, this longitudinal study is designed to provide trend data about critical transitions experienced by students as they leave elementary school and progress through high school and into postsecondary institutions or the work force. Started in 1988 with a survey of students then in the 8th grade, follow-up surveys took place in 1990, 1992, and 1994. RTI, in collaboration with MPR Associates, Inc., will continue this study in 2000 by collecting information on post-high school experiences, including postsecondary education, work experience, and the experiences of high school dropouts. *Project Director:* Dan Pratt, *Associate Project Director:* T. R. Curtin, *Data Collection Manager:* Janice Kelly.

National Postsecondary Student Aid Study: 2000 (NPSAS 2000). Also sponsored by the National Center for Education Statistics, NPSAS 2000 is a comprehensive national study of how students and their families pay for postsecondary education. Conducted every three to four years, this study provides information for federal and state policy decisions on ways to help families handle the costs of higher education. RTI conducted the 1995-96 study and was a subcontractor in 1992-93. NPSAS reports are available at <http://nces.ed.gov>. *Project Director:* John Riccobono, *Associate Project Director:* Tim Gabel, *Data Collection Manager:* Janice Kelly.

O*NET, the Occupational Information Network.

O*NET is an electronic data base of occupational information designed to replace the out-of-date *Dictionary of*

Occupational Titles. Sponsored by the U.S. Dept. of Labor, the data collection program is designed to collect occupational data from job incumbents via a mail survey. A pretest is being conducted between June 1999 and January 2000 to test several methodological factors affecting cooperation rates from a sample of over 1,500 businesses and 4,000 respondents. *Project Director:* Randall Keesling.

South Carolina Survey of Medicaid-Eligible Population. Sponsored by the State of South Carolina, this survey is aimed at measuring the current use of sedatives, stimulants, and inhalants in a sample of Medicaid-eligible adults (18 and older) who reside in South Carolina. It also measures this population's experience with treatment for alcohol or other drug dependence or abuse, willingness to accept treatment, barriers to seeking or completing treatment, and perceived need for additional treatment. During May through July 1999 more than 1,200 completed questionnaires were obtained through in-person interviews using CAPI/Audio CASI methodology. *Project Director:* Donald Smith, *Data Collection Manager:* Kelly Orr.

OHIO

Institute for Policy Research University of Cincinnati

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The Greater Cincinnati Survey, Fall 1998. The Greater Cincinnati Survey is a periodic omnibus survey of Cincinnati-area adults on public knowledge, attitudes, and behavior. It is funded by multiple external agencies and organizations. The fall 1998 RDD CATI study surveyed 1,614 adults living in the 8-county Greater Cincinnati region and asked residents about several topics, including public transportation, police and neighborhood safety, the image and market impact of the Univ. of Cincinnati, and health care. *Project Directors:* Terri Byczkowski, Kim Downing, and Al Tuchfarber.

1999 Greater Cincinnati Survey. The Spring 1999 Greater Cincinnati Survey was conducted in three waves. In the first wave (April), RDD CATI interviews were conducted with 605 adults living in the City of Cincinnati, and respondents were asked to rate services and programs provided by the city. In the second wave (May through June), 1,628 residents of the eight-county greater Cincinnati region were asked questions on several topics, including health care and highway maintenance. In the third wave (June through July), 1,685

residents of the region were asked about public transportation, volunteerism, and the Cincinnati/Northern Kentucky International Airport. *Project Directors:* Terri Byczkowski, Kim Downing, and Al Tuchfarber.

Colerain Township Community Survey. This February 1999 RDD CATI study examined the opinions of 326 Colerain Township, Ohio, residents on a range of issues, including the quality of life, quality of township services, issues facing the township, and responsiveness of township government to citizen needs. *Project Director:* Kim Downing.

1999 Greater Cincinnati Chamber of Commerce Survey of Members and Non-Members. CATI interviews were conducted with a list sample of 600 chief executive officers of Greater Cincinnati companies, 300 who are members of the Chamber of Commerce and 300 who are not. *Project Directors:* Al Tuchfarber and Terri Byczkowski.

1999 Clermont County Transportation Survey. CATI interviews were conducted with a random list sample of 579 residents of the western side of Clermont County, Ohio. The survey focused on citizen needs and opinions regarding transportation in the county, development of new roadways, and support for a new parkway to connect county residents to Interstate 275. *Project Director:* Kim Downing.

**Survey Research Unit
College of Social and Behavioral Sciences
The Ohio State University**

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lavrakas.1@osu.edu

Three-State Appalachia Project. This project provided survey data to supplement a five-day news series, "Appalachia: Hollow Promises," sponsored by the *Columbus Dispatch*. The RDD survey ran from June 18 to July 15, 1999, and obtained 2,482 interviews with respondents in Ohio, Kentucky, and West Virginia, with oversampling of the Appalachian counties. *Principal Investigator:* Paul Lavrakas.

OREGON

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"MoGas." Because automobile gasoline ("MoGas") costs less and results in a need for less aircraft maintenance, some aircraft pilots prefer it to aviation gasoline. Their use of "MoGas" affects how much tax money is inappropriately collected for aviation uses rather than road uses. This mail questionnaire for the Oregon Dept. of Transportation received data from 840 aircraft owners on how much "MoGas" they use for their aircraft and their receipt of gas-tax rebates. *Principal Investigator:* Stephen Johnson, *Project Director:* Kimberlee Langolf.

Central Oregon Organizations Telecommunications Survey. In August, 101 organizations (businesses, educational institutions, government agencies, health care facilities, and other nonprofit organizations) in Jefferson, Crook, and Deschutes Counties completed eight-minute telephone interviews on telecommunications issues. Topics covered current and planned use of cell phones, pagers, phone features, computers, modems, faxes, Internet, WWW, and video teleconferencing. The sponsor was the Central Oregon Telecommunications Task Force. *Principal Investigator:* Patricia Gwartney, *Project Director:* Toshihiko Murata. The report is available at <http://darkwing.uoregon.edu/~osrl/telecombus/telecombus.html>.

Central Oregon Households Telecommunications Survey. In August 1999, 413 households in Jefferson, Crook, and Deschutes Counties completed 12-minute telephone interviews on telecommunications issues. Sponsored by the Central Oregon Telecommunications Task Force, this RDD CATI survey covered use of computers, modems, Internet, WWW, television, cable, phone features, and cell phones, telecommuting, best and worst things about WWW, computer skill, and security concerns. *Principal Investigator:* Patricia Gwartney, *Project Director:* Toshihiko Murata. The report is available at <http://darkwing.uoregon.edu/~osrl/telecomhh/telecomhh.html>.

Oregon Families Leaving TANF and Food Stamps: Self-Sufficiency and Family Well-Being. OSRL is now recontacting 970 families interviewed in the spring of 1999 to see how they are faring under new welfare-to-work rules. Topics comprise health, happiness, hunger, difficulties finding and keeping jobs, expenses, income, and alternative ways of earning and saving money. The sponsor is Adult and Family Services to Univ. of Oregon Center for the Study of Women in Society. *Principal Investigator:* Patricia Gwartney, *Project*

Director: Kimberlee Langolf.

Taco Bell Employee Survey, 1999. In October, OSRL conducted a CATI list sample survey of 382 current and former Taco Bell employees in Oregon for Schroeter, Goldmark & Bender, a Seattle law firm. Survey topics included wage and hours problems, specifically the incidence and frequency of various types of off-the-clock work, unpaid overtime, and meal break problems (lack of, interruptions), particularly for minors. *Principal Investigator:* Patricia Gwartney, *Project Director:* Kimberlee Langolf.

Y2K Risk Perception Survey. In September and October, OSRL conducted a nationwide RDD CATI survey of 404 individuals on issues related to Y2K, such as perceptions of risks specific to possible difficulties resulting from Y2K, hazards related to mitigating Y2K effects, actions taken or planned, sources of information, and comparison of Y2K risks relative to other societal risks. *Principal Investigator:* Stephen Johnson, *Project Director:* Emery Smith.

Reservations Northwest Survey. In October, 400 individuals who had previously made camping reservations in Oregon and Washington campgrounds completed a 12-minute telephone interview about the reservation system. Topics covered problems with making reservations, the reservation telephone operators' professionalism, preferences for specific changes being considered in the reservation system, information about camping behavior, and preferences for yurts compared to traditional cabins. *Principal Investigator:* Stephen Johnson, *Project Director:* Emery Smith.

City of Grants Pass Survey. An RDD sample of 400 residents of Grants Pass, Oregon, were interviewed about citywide issues in October. Topics included the effectiveness of city services and departments, experiences with city government, sources of information on city issues, preferences for possible public works projects, preferred sources of revenue generation for city government, and specific road improvement projects. *Principal Investigator:* Stephen Johnson, *Project Director:* Steve Stuart.

Oregon Department of Transportation Site 9 Survey. Random samples of 379 residents and 28 business managers in Sweet Home, Oregon, completed eight-minute telephone interviews about local road construction in October 1999. Topics covered the effects of recent road construction on business access, the willingness of residents to drive through the construction site, and opinions about possible changes in construction

techniques to improve local access. *Principal Investigator:* Stephen Johnson, *Project Director:* Emery Smith.

PENNSYLVANIA

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Evaluation of Youth-Focused Media to Prevent Substance Abuse. ISR has been awarded a contract by the Office of Health Promotion Research, Univ. of Vermont, to aid in the summative and formative evaluation of a project to prepare mass-media prevention messages for elementary and junior high school students. This five-year study, which began this fall, will be carried out by paper and pencil personal interviews in approximately 30 schools in Pennsylvania, resulting in more than 12,000 interviews over the study period. *Principal Investigator:* Brian Flynn (Univ. of Vermont), *Evaluation Director:* Leonard LoSciuto.

Technical Support of Accountability and Assessment of Programmatic Evaluation. ISR was awarded this contract by the National Science Foundation to provide technical support by evaluating the effectiveness of programs sponsored by NSF's Directorate for Education and Human Resources. *Study Director:* Carolyn Shettle.

The National Longitudinal Survey of Freshmen.

This nationwide CAPI study, supported by the Andrew W. Mellon Foundation, was designed to produce detailed longitudinal data files that include both retrospective and prospective event histories compiled for representative samples of white, African American, Latino, and Asian freshmen in 34 selective colleges and universities. Approximately 4,000 respondents were interviewed by December 1999. They will be followed and reinterviewed by CATI over the next 4 to 5 years. *Principal Investigators:* Douglas Massey and Camille Charles (Univ. of Pennsylvania), *Study Director:* Ellin Spector.

VIRGINIA

Center for Survey Research University of Virginia

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The 1999 DMV Customer Satisfaction Survey. With input and assistance from the Virginia Dept. of Motor Vehicles staff, CSR sampled 1,200 Virginia households with licensed drivers to determine customers' perceptions of the services provided by the DMV, as well as the identification of future options and enhancements. The survey was fielded in late 1999 using CATI, and the final report will be completed in the spring of 2000. *Project Director:* Thomas Guterbock.

The 1999 DMV Motor Carrier Survey. Using data and assistance from the Virginia Dept. of Motor Vehicles staff, including Motor Carrier Division management, CSR sampled 600 Virginia trucking companies to determine their satisfaction with DMV's motor carrier services, as well as identify future enhancements for these services. CATI interviews with quotas set by size and type of company were conducted in late 1999. *Project Director:* Thomas Guterbock.

U.S. Customs CBES Training Validation 1999 Survey. On behalf of the U.S. Customs Service Academy, CSR will validate the curriculum of the Customs Basic Enforcement School by conducting a mail survey of 3,000 Customs agents as to the frequency and importance of specific tasks they perform on the job. *Project Director:* Thomas Guterbock, *Survey Director:* Alison Meloy.

ITC 99-Web Experiment. In its Spring 1999 Survey of Univ. of Virginia Computer Users (7th in a series), CSR has carried out a split-mode experiment in which 756 respondents responded on a paper booklet and 139 responded on an electronic, web-based version of the same questionnaire prepared by SurveySuite, a Univ. of Virginia net facility. *Project Director:* Thomas Guterbock.

WASHINGTON

Social and Economic Sciences Research Center Washington State University

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1999 Beginning Teacher Preparation and Development Survey. In spring 1999, two mail surveys, one of teachers and one of principals, were sponsored by the Washington State Institute for Public Policy and were designed to obtain information about new teachers' preparation and development as provided by college

education programs and by the school districts who hire them. Questionnaires were mailed to 3,626 new certified teachers who were hired in the last three years in Washington State. Of these, 1,942 were returned completed. For principals, 1,825 were mailed, and 1,187 were returned completed. *Principal Investigator:* Danna Moore, *Study Director:* Kent Miller.

Balancing Work and Life: A Mail Survey of Employees. This mail survey of bank employees was a pilot project for the Dept. of Sociology at Washington State Univ.; it gathered information from employees regarding the balancing of work with other life responsibilities. The random sample of 630 was split between domestic and international bank branch office employees, and 288 completed questionnaires were returned. *Principal Investigator:* Danna Moore, *Project Director:* Kent Miller.

Regional Capability Building-Utility Restructuring Surveys. This CATI survey was conducted in six states for the National Association of State Energy Offices. Each state survey utilized an RDD sample of 1,800 to complete approximately 400 interviews with state residents about electric utility restructuring and factors affecting consumer choice in selection of utility providers after deregulation. 2,067 interviews were completed by spring of 1999. *Principal Investigator:* John Tarnai, *Study Director:* Danna Moore.

Adult Sensitivities to Urban Forests. A nationwide CATI survey was used to determine the relationship between people's memories of childhood contact with nature and their adult perceptions of the urban forest. A split RDD and directory-listed sample of 8,424 adults living in metropolitan areas of the U.S. was used to complete 2,004 interviews. The study was conducted for the Dept. of Horticulture and Landscape Architecture at Washington State Univ. and sponsored by the USDA Forest Service. *Principal Investigator:* John Tarnai, *Study Director:* Danna Moore.

1999 Washington State Quality of Services. Sponsored by the Office of the Governor, this fall 1999 RDD CATI survey of 613 was conducted to assess Washington residents' satisfaction with state government services and expectations about aspects of customer service. *Principal Investigators:* John Tarnai and Danna Moore, *Study Director:* Marion Landry.

1999 Survey of Washington State Forest Landowners. This mail survey of owners of forest land was sponsored by the Dept. of Natural Resource Sciences at Washington State Univ. The purpose was to evaluate land management practices and how Cooperative Extension could better assist landowners. Of the 2024 questionnaires mailed, 872 were returned completed,

with 148 ineligible. *Principal Investigator:* Danna Moore, *Study Director:* Kent Miller.

Whatcom County Health Issues. This June RDD CATI survey of 446 Whatcom county residents was conducted to identify health issues and priorities and barriers to accessing health care. It was sponsored by the Community Health Partnership of Whatcom County and Whatcom County Health and Human Services of Washington State. *Principal Investigator:* John Tarnai, *Study Director:* Marion Landry.

Adolescent Substance Abuse Prevalence Project. Sponsored by the Washington State Dept. of Social and Health Services, the purpose of this CATI survey was to obtain estimated rates of teen use and abuse of various substances. A short recruitment screener was administered to identify Washington State households containing adolescents between 12 and 17 years of age. Beginning with 42,500 telephone numbers, interviews were completed with 1,258 adolescents. *Principal Investigator:* John Tarnai, *Study Director:* Marion Landry.

WISCONSIN

Survey Center University of Wisconsin

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Wisconsin Works (W-2) Evaluation Survey. Work has begun on a multi-year evaluation of Wisconsin's welfare reform system, Wisconsin Works. Funded by a grant to the Institute for Research on Poverty, this project seeks to evaluate the impact of some of the significant changes in this service delivery system. The project consists of three phases: cognitive interviews (completed in 1998), a mixed-mode (CATI/CAPI) 50-minute survey of 3,000 mothers and 2,000 fathers, and re-interviews in 2000. *Project Director:* Eden Pudberry.

Graduate Student Satisfaction Survey. This CATI survey of 1,200 Univ. of Wisconsin-Madison graduate students is being conducted for the UW-Madison Chancellor's Office. This is the seventh consecutive year that the UW Survey Center has conducted a student satisfaction survey for the UW Administration. Earlier projects focused on the undergraduate experience at UW-Madison; this is the first to focus on graduate students. *Project Director:* Jim Sweet.

Menominee River/Oak Creek Watershed Survey.

Work began this spring with a series of eight focus groups conducted to develop a CATI questionnaire for an interdisciplinary group of researchers at Marquette Univ. Funded by the Environmental Protection Agency, this project will investigate how residents living in these two watersheds feel about flooding and environmental quality. This past summer, 1,025 Milwaukee area residents responded to a 30-minute interview, with a follow-up interview to be conducted in 2000. *Principal Investigator:* Robert Griffin (Marquette Univ.), *Project Director:* Lina Guzman.

Minnesota Cancer "Barriers" Survey. In this CATI project, approximately 900 women who had previously contacted a Minnesota Dept. of Health (MDH) hotline will respond to a 20-minute interview. The study will help identify and assess the barriers that might exist for women in obtaining information about breast cancer and the free mammogram programs offered by MDH.

Cancer Cluster Survey. This is a mail survey of residents of four cities in the U.S. The research is attempting to determine if residents of these cities have higher than average levels of cancer risk. This research, funded by the National Science Foundation, is attempting to determine if residents of these cities have higher than average levels of cancer risk. *Principal Investigator:* Craig Trumbo (Dept. of Agricultural Journalism), *Project Director:* Debra Wright.

Wisconsin Survey Research Laboratory University of Wisconsin-Extension

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

Public Perceptions of Midwest Highway Pavements. Sponsored by the U.S. Dept. of Transportation (DOT) and the Wisconsin, Iowa, and Minnesota DOTs to study public satisfaction with highway surfaces, the study randomly selected 2,380 drivers within a 10-minute drive of selected highway segments. Between July and November, respondents drove the segments and completed a CATI interview about the experience. *Principal Investigator:* Dave Kuemmel (Marquette Univ.), *Project Manager:* Andrew Feldman.

CANADA

Institute for Social Research York University

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Outcomes of Hospital Staffing Research Project.

Funded primarily by the U.S. National Institute of Research, this project was designed to measure the autonomy of nursing clinical practice, control of the nursing care environment, and the relationships between nurses and physicians, all of which have been shown to have a positive impact on patient outcomes. Ontario's participation in this international research project was coordinated by the World Health Organization Collaborating Centre for International Nursing Development at Mt. Sinai Hospital, was supported by RAO and the Ontario Nurses' Association, and was assisted by the College of Nurses of Ontario. Data collection, recently completed by ISR, entailed gathering more than 6,000 self-administered questionnaires from nurses in selected hospitals across the Province of Ontario. *Principal Investigators:* Linda Aiken (Univ. of Pennsylvania) and Judith Shamian (Mt. Sinai Hospital), *Co-Investigators:* Geoffrey Anderson and Jack Tu (Institute for Clinical Evaluative Studies), *Project Manager:* John Tibert.

Quality of Life in Canadian Cities: Toronto and Montreal, 1999. ISR collected data from 800 RDD-selected residents of Toronto or Montreal in its annual Quality of Life in Canadian Cities study. The 30-minute CATI survey, completed in 1999, examined such issues as respondents' satisfaction with their neighborhoods, housing, education, municipal services, transportation, health, policing and crime, how their leisure time is spent, and attitudes toward local politics. *Project Manager:* David Northrup.

1999 Ontario Student Drug Use Survey. The goal of this biennial study, conducted for the Centre for Addiction and Mental Health, Addiction Research Foundation Division, and funded by the Government of Ontario, is to measure trends in adolescent awareness and use of tobacco, alcohol, and other drugs. A complex multi-stage sampling strategy was used to randomly select classes, schools, and school boards across Ontario for participation. During the spring of 1999, ISR representatives administered the survey (SAQ) in selected schools during class to 5,000 students in grades 7 through 13 (OAC) across the province. *Principal Investigator:* Edward Adlaf, *Project Manager:* John Pollard.



ANNOUNCEMENTS

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

Free Access to Japan Public Opinion Location Library

The Roper Center for Public Opinion Research at the Univ. of Connecticut is announcing free access to the Japan Public Opinion Location Library (JPOLL). JPOLL is the world's only web-accessible, question-level database of Japanese public opinion translated into English. Free access to JPOLL is made possible with generous support from the U.S.-Japan Foundation. More than 325 surveys, with a total of over 11,000 questions that were posed to Japanese citizens, have been translated into English and are available free of charge with this service. Japan's major survey organizations are represented in this database. Dates of surveys range from 1980 to 1998, and the database is constantly being added to, updated, and improved. To access JPOLL on the web, go to www.ropercenter.uconn.edu and click on "Visit the Japanese Data Archive."

2000 AAPOR Conference

The 2000 conference of the American Association for Public Opinion Research will be held May 18-21, 2000, in Portland, Oregon, at the Doubletree Hotel, Janzen Beach & Columbia River. The theme will be "Facing the Challenges of the New Millennium." Proposals for papers, panels, and round tables were due December 9. Further information is available at www.aapor.org.

Fifth International Conference on Social Science Methodology

The Fifth International Conference on Social Science Methodology will be held October 3-6, 2000 in Cologne, Germany. It combines all areas of quantitative and qualitative methods in empirical research. Papers are invited on all aspects of methodology and statistics. For further information, go to www.za.uni-koeln.de/events/.

University of Cincinnati Graduate Program

The Univ. of Cincinnati's Political Science Dept. has opened a new graduate program in Public Opinion and Survey Research under the direction of Dr. George Bishop, Professor of Political Science. The program includes 24 credits of course work as part of a Master's (M.A.) degree in Political Science (or in a related field). Students can also choose to complete the program in one year on a part-time basis and receive a graduate certificate in Public Opinion and Survey Research. Further information can be obtained at the website <http://ucaswww.mcm.uc.edu/polisci>.

General Social Survey Student Paper Competition

The National Opinion Research Center (NORC) at the Univ. of Chicago has announced the latest annual General Social Survey (GSS) Student Paper Competition. To be eligible papers must 1) be based on data from the 1972-1998 GSSs or from the GSS's cross-national component, the International Social Survey Program (any year or combination of years may be used), 2) represent original and unpublished work, and 3) be written by a student or students at an accredited college or university. Both undergraduates and graduate students may enter, and college graduates are eligible for one year after receiving their degree. Copies of each paper must be received by February 15, 2000. For further information, phone 773-256-6288 or send e-mail to smitht@norcmail.uchicago.edu.

Conference On Establishment Surveys

The Second International Conference on Establishment Surveys (ICES-II) will be held June 17-21, 2000 in Buffalo, NY, at the Adam's Mark Hotel. The preliminary program, registration forms, and more detailed information can be obtained at the website www.eia.doe.gov/ices2/index.html.

General Social Survey

Data from the General Social Survey (GSS) have been collected by NORC and added to the cumulative database maintained at the Roper Center at the Univ. of Connecticut and the Interuniversity Consortium for Political and Social Research (ICPSR), Univ. of Michigan. The 1972-1998 merged datafile contains 24 subfiles: 22 national cross-sections and oversamples of

blacks in 1982 and 1987. The file has 38,119 respondents and 3,278 variables. The 1998 GSS follows the biennial, double sample design first adopted in 1994. There are eight topical and mini-modules and two International Social Survey Program (ISSP) modules. In effect, the 1998 GSS is two GSSs fielded as one. There will be no 1999 GSS and another double GSS in 2000. For other information contact Tom W. Smith, NORC, 1155 East 60th Street, Chicago, IL, 60637 or e-mail smitht@norcmail.uchicago.edu.

New Name at University of North Carolina at Chapel Hill

The Institute for Research in Social Science (IRSS) at the Univ. of North Carolina at Chapel Hill is now the Howard W. Odum Institute for Research in Social Science. The new name, which honors the Institute's founder, was announced at the Institute's 75th anniversary celebration on September 10, 1999.



PERSONNEL NOTES

At the Survey Research Laboratory at the Univ. of Illinois at Chicago, *Marguerite Harris* has been promoted to Associate Director, *Ingrid Graf* to Senior Project Coordinator, and *Cayge Clements* to Senior Field Coordinator. In addition, *Lisa Kelly-Wilson* has joined SRL's staff as the new Coordinator of Survey Research Information Services, *Kenneth Nielsen* is the new Data Reduction Coordinator, and *Vesselin Tzvetkov* is the new Senior Research Programmer. *Jane Burris*, previously a research assistant, is now a Project Coordinator.

NORC has announced the following promotions: *Ken Rasinski* to Principal Research Scientist, *Zhiwei Zhang* to Research Scientist, *David Herda* to Survey Director 1, *Marianna Toce* to Senior Research Analyst, and *Micah Sjoblom* to Survey Specialist 2.

Fred Licari has joined Research Triangle Institute as a Survey Director based in RTI's Washington, DC, office. He was formerly with the Inst. for Survey Research at Temple Univ. *Keith Smith*, formerly with NORC, has also joined RTI as a Survey Director. He will be based in RTI's Chicago office.

The Wisconsin Survey Research Laboratory has a new director and associate director. *Linda Penalosa* was promoted from Associate Director to Director, and *Ben*

Kadel was promoted from Associate Researcher to Associate Director.

Richard Clark has joined the Center for Survey Research and Analysis, Univ. of Connecticut, as a Project Manager. He formerly worked at the Roper Center. Also, *Ting Yan* has been hired as a CATI programmer, and *Jennifer Dineen* has been promoted to Project Director.

Elizabeth Stasny has joined the Center for Survey Research at Ohio State Univ. as an Associate Faculty Director and Sampling Statistician. She was previously a professor of Statistics at OSU. *Paula Heine* joined the Center as the Field Staff Manager, and *Lew Horner*, Research Associate II, has come to the Center from the Univ. of Minnesota Center for Survey Research. *Jessica Banks*, formerly an OSU research assistant, is the new Project Coordinator.

After over five years as a project manager, *John Stevenson* is the new Associate Director of the Univ. of Wisconsin Survey Center. *Eden Pudberry* has joined the Center as a Project Manager.

At the Center for Survey Research, Indiana Univ., *Kevin Vryan*, *Stacy Scherr*, and *Karen Segar*, Indiana Univ. graduate students in Sociology, are working for the CSR as part-time Project Managers. *April Henry* was promoted from Telephone Supervisor to full-time Project Manager.

Patricia Andreski and *Grant Benson* have joined the Survey Manager group at the Univ. of Michigan's Institute for Social Research. *Stephanie Chardoul* and *Lisa Holland* have accepted new responsibilities as Senior Survey Director and Senior Research Associate, also in the Survey Manager Group. *Sharon Parker*, *Idame Downs*, *Terri Akes*, and *Jackie Inserni* have joined the National Field Team as Field Supervisors.

Kat Lind is now the Assistant Director of the Survey Research Laboratory at the Univ. of South Carolina. Prior to her current position, she was a Senior Project Coordinator at the Survey Research Laboratory at the Univ. of Illinois at Chicago.



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.

The National Center for Health Statistics (NCHS), Centers for Disease Control and Prevention (CDC), has a variety of positions open for **Mathematical Statisticians** and **Survey Statisticians**. NCHS is the nation's leader in providing health statistical information to guide actions and policies to improve the health of the American people. NCHS obtains statistics through household interview surveys, examination surveys, surveys of health care providers, and the collection of statistics on births and deaths in partnership with state governments. NCHS is especially looking for talented, energetic, creative individuals who want to be part of an interdisciplinary survey methods research team. Positions are open in a variety of research areas such as design of complex sample surveys, development of estimation and imputation procedures, questionnaire design research, evaluation of nonsampling error and research to reduce the error occurring from non-response, coverage and measurement error, statistical analysis techniques, statistical computing and graphical analysis technology, data collection, data dissemination, and data access techniques, and statistical/mathematical modeling. Qualifications for Mathematical Statisticians include: training in mathematics, statistics, biostatistics, or survey methodology and strong academic background or prior work experience in sampling theory, experimental design, and estimation procedures for stratified, multi-stage probability sample surveys. Qualifications for Survey Statisticians include: degree usually in a behavioral or social science such as psychology, anthropology, sociology, survey methodology, or human development and/or prior work experience in development and evaluation of data collection instruments, survey mode effects, and experimental design to investigate nonsampling response error. Applicants will work in Hyattsville, Maryland, close to Washington DC. United States citizenship is required. For more information, see NCHS Employment Opportunities at <http://www.cdc.gov/nchs222/employ/employ.htm>, or call Trena Ezzati-Rice, NCHS Office of Research and Methodology at 301-436-7022, ext. 133. CDC is an Equal Opportunity Employer. To apply, please send your resume today to Centers for Disease Control and Prevention, National Center for Health Statistics, 6525 Belcrest Road, Attention Priscilla Wiggins, Room 1175, Hyattsville, MD 20782

Senior Research Fellow at the Center for Survey Research (CSR), Univ. of Massachusetts Boston. CSR currently has an opening for a social science Ph.D. to join seven senior staff members and work as a

collaborative, interdisciplinary team member. CSR conducts a wide variety of survey research projects, both as principal investigators and as sub-contractors to other researchers. It is now looking for applicants with special interest in methodological aspects of survey research (e.g., question design and evaluation, web-based surveys, computer-assisted data collection), and/or new analytic techniques (e.g., multi-level statistical analysis, analysis of longitudinal data, nonresponse bias). Applicant must have demonstrated analytic skills and an ability to develop funding for her/his own research interests. Considerable experience with large-scale probability sample survey projects is essential. Competitive calendar-year salary commensurate with experience. Equal Opportunity/Affirmative Action Employer. Application review will begin immediately and continue until the position is filled. Send vita to Director, Center for Survey Research, Univ. of Massachusetts Boston, 100 Morrissey Blvd. Boston, MA 02125.

The Research Triangle Institute currently has openings for **Survey Managers** and **Senior Survey Directors** in their offices located in Research Triangle Park, NC; Washington, DC; Rockville, MD; and Chicago, IL. Survey Manager candidates must have a bachelor's degree with a background in social science research methods and 3+ years of experience in survey research design and implementation. Senior Survey Director candidates must have 10+ years of experience serving as a project director, a principal investigator, or in other senior management or scientific roles on research contracts. RTI offers competitive salary and excellent benefits. Interested applicants should send resume with salary requirements to Kirk Pate, Research Triangle Institute, P.O. Box 12194, Research Triangle Park, NC 27709 (or send e-mail to dkp@rti.org). To learn more about RTI, go to: <http://www.rti.org>.

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Subscription Information


The Survey Research Center at the Univ. of Michigan has openings for a **Survey Director** and **Senior Survey Managers** in its Data Collection and Processing Services unit of the Division of Surveys and Technologies. Responsibilities for the Survey Director include directing all aspects of survey data collection projects and a range of proposal and research development activities for new and ongoing social science research studies. Applicants should have a Master's degree with seven or more years experience in the management of survey research projects and demonstrated experience with the process of applying for and managing large scale contracts. Applicants for the Senior Survey Manager position should have a Bachelor's degree with six or more years experience in survey research using complex designs. Responsibilities range from overseeing complex data collection projects from design through analysis, coordinating with operations personnel on developmental projects, and participation in proposal preparation. Individuals interested in these positions are encouraged to send a letter of introduction and resume to Nancy Bylica, Institute for Social Research, Survey Research Center, P.O. Box 1248, Ann Arbor, MI 48106. Informal inquiries can also be made via email to pmaher@isr.umich.edu. The Univ. of Michigan is an Affirmative Action/Equal Opportunity Employer.

Renowned academic survey research center requires highly experienced **Manager of Telephone Data Collection Operations** for social science survey research projects. Responsibilities include overseeing recruitment, hiring and training of interviewer staff of 75; managing all survey data collection procedures, including planning, organizing, and implementing procedures for multiple projects; reviewing and developing techniques for monitoring and enhancing interviewer performance; ensuring quality control; maintaining performance standards; and developing and implementing improvements and innovations in telephone data collection. Applicants must have extensive experience in social science research organization, preferably an academic survey research organization, and have managed probability surveys with complex sample designs. Must have ability to interpret and use sample and interviewer productivity reports, and in-depth knowledge and experience managing research studies using CATI software (CASES system desirable). Send resume to Director, Center for Survey Research, University of Massachusetts Boston, 100 Morrissey Blvd., Boston, MA 02125-3393. Affirmative Action/Equal Opportunity Employer.



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**JOS SPECIAL ISSUE ON DISCLOSURE
LIMITATION METHODS**

Volume 14, Number 4, December 1998 is a special issue of the *Journal of Official Statistics*. The entire issue, edited by Stephen E. Fienberg and Leon C.R.J. Willenborg, is on disclosure limitation methods. The contents of the issue are

- Fienberg, S. E., & Willenborg, L. C. R. G. Introduction to the special issue: Disclosure limitation methods for protecting the confidentiality of statistical data, 337-345.
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- Skinner, C. J., & Holmes, D. J. Estimating the re-identification risk per record in microdata, 361-372.
- Samuels, S. M. A Bayesian, species-sampling-inspired approach to the uniques problem in microdata disclosure risk assessment, 373-383.
- Fienberg, S. E., & Makov, U. E. Confidentiality, uniqueness, and disclosure limitation for categorical data, 385-397.
- Pannekoek, J., & de Waal, T. Synthetic and combined estimators in statistical disclosure control, 399-410.
- Zaslavsky, A. M., & Horton, N. J. Balancing disclosure risk against the loss of nonpublication, 411-419.
- de Waal, A. G., & Willenborg, L. C. R. J. Optimal local suppression in microdata, 421-435.
- Hurkens, C. A. J., & Tiourine, S. R. Models and methods for the microdata protection problem, 437-447.
- Defays, D., & Anwar, M. N. Masking microdata using micro-aggregation, 449-461.
- Gouweleeuw, J. M., Kooiman, P., Willenborg, L. C. R. J., & de Wolf, P-P. Post randomisation for statistical disclosure control: Theory and implementation, 463-478.
- Sande, G. Comment, 479-484.
- Fienberg, S. E., Makov, U. E., & Steel, R. J. Disclosure limitation using perturbation and related methods for categorical data, 485-502.
- Kooiman, P. Comment, 503-508.
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method for treatment of nonresponse, 302-327.

Zhang, L. A note on post-stratification when analyzing binary survey data subject to nonresponse, 329-334.

Vehovar, V. Field substitution and unit nonresponse, 335-350.

JOS SPECIAL ISSUE ON SURVEY NONRESPONSE

Volume 15, Number 2, June 1999, is also a special issue of the *Journal of Official Statistics*. The entire issue, edited by Edith de Leeuw, is on survey non-response. The contents of the issue are

de Leeuw, E. Preface.

de Heer, W. International response trends: Results of an international survey, 129-142.

Lin, I., Schaeffer, N. C., & Selzer J. A. Causes and effects of nonparticipation in a child support survey, 143-166.

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Purdon, S., Campanelli, P., & Sturgis, P. Interviewers' calling strategies on face-to-face interview surveys, 199-216.

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