



SURVEY RESEARCH

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NEWSLETTER FROM THE SURVEY RESEARCH LABORATORY

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

“Nothing About Us Without Us”

Removing Barriers to Survey Participation by Persons with Disabilities

Gerry Hendershot, Consultant on Disability and Health Statistics, University Park MD

Some paradigms shift, some don't. The past generation has seen a major paradigm shift in popular understanding of disability. Once seen as a medical problem to be treated by health care providers, disability is now seen as a social problem to be addressed by legislators, judges, urban planners, designers, and so on. The paradigm shift has implications for all aspects of social life, including surveys. Unfortunately, the survey community has been slow to recognize and respond to the new paradigm of disability. The *survey* paradigm continues to hinder the full participation of persons with disabilities at all stages of the survey process, including (1) choosing topics, objectives, and variables; (2) choosing methods of data collection; (3) designing the sample; (4) designing the questionnaire; (5) collecting the data; and (6) analyzing and reporting the data.

By failing to respond promptly and voluntarily to the new paradigm of disability, the survey community now runs

the risk of being forced to respond by law and regulation. Already Section 508 of the Rehabilitation Act, enacted in 1998, requires that Federal agencies give disabled employees and members of the public access to information that is comparable to the access available to others. The effect of Section 508 has been gradual, because agencies are not required to retrofit their information technology, but they must comply with the law when they make new purchases. Thus, within a few years, all government-sponsored surveys that use computerized self-administered questionnaires, whether on the Web, on the telephone, or in the home, must use information technology accessible to persons who cannot see or manipulate a mouse or keyboard. Whether Section 508 applies to computerized *interviewer*-administered questionnaires, such as CAPI or CATI, does not seem to have been addressed officially, although it is the opinion of some experts that the law does apply when the interviewers are employees of Federal agencies or their contractors.

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Cellular Phones: Challenges and Opportunities

Linda Piekarski, Survey Sampling International

Wireless telephones are rapidly replacing wireline telephones in many countries around the world. According to media accounts, a similar trend is taking hold in the United States. Although the truth is not quite as alarming as the media reports suggest, the popularity of wireless telephones and a trend, however small, toward “wireless-only” households pose challenges to telephone sampling. And yet these same challenges entice us with the possibility of increasing our coverage of the population.

More than 60% of the adult population has a wireless phone, and that number is increasing daily. Approxi-

mately 50% of households have one or more wireless phone owners. This growth in penetration and changes in how people use their telephones, both wire and wireless, will certainly have a significant impact on telephone surveys in the years to come. Two segments of the cellular population have the potential to impact the household coverage of telephone surveys: wireless-only individuals and primarily wireless individuals. Wireless-only individuals have only wireless phones and therefore cannot be contacted using standard telephone sampling. Primarily-wireless individuals have wireline telephones but make and receive most of their calls on their wireless phones. As much as 14% of all cellular phone owners use their

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Surveys and disability, continued from page 1

Section 508 affects not only the collection of survey data, but also the analysis and reporting of such data. The electronic data products of Federal statistical agencies (Web sites, reports, tabulations, microdata files, etc.) are required by law to be as accessible to persons with disabilities as they are to persons without disabilities.

Reorienting disability research. Although Section 508 will have a large impact on the information technology used by surveys, the barriers to survey participation by persons with disabilities extend beyond information technology. In 1998, the National Council on Disability, the Federal ombudsman for people with disabilities, published *Reorienting Disability Research*, which indicted the research community, including the survey community, for inhibiting the participation of persons with disabilities at all stages of the research process. It is worth quoting some of the Council's recommendations as they relate to the stages of survey research.

(1) *Selection of topics, objectives, and variables:* "Establish focus groups on the emerging issues and needs of persons with disabilities in the topical areas of major surveys before data collection instruments are planned. It is not enough to have people review completed surveys; key constituencies must also be involved in defining the purpose and research questions of a study."

(2) *Selection of data collection methods:* "Methods needed to ensure everyone's participation in research depend on the specific research techniques used for most of the sample; for example, a telephone survey needs to accommodate direct participation by people with hearing and speech impairments."

(3) *Sample design:* "Ensure that the broadest range of people with disabilities (including children, those with hidden disabilities, and minorities with disabilities) are sampled. To understand the unique aspects of all people with disabilities, it is critical that all groups be adequately sampled."

(4) *Questionnaire design:* "Design well-written questions to measure work disability that separate the notions of employment and disability. Work limitations must be described in the data, not by inference, as a function of environmental barriers and accommodation, including transportation, along with individual impairment."

(5) *Data collection:* "Information should be available in accessible formats in all phases of data collection activities."

(6) *Data analysis and reporting:* "Ensure that data and data analyses are disseminated in alternative formats and that they are accessible to people with all disabili-

ties. Formats such as Braille, large print, and computer disks will enable blind and visually impaired people to participate in all phases of disability research. Particular attention should be given to presentation of quantitative data commonly formatted in tables, graphs, and so on."

"Getting it." Survey organizations that seriously consider such recommendations may conclude justifiably that they are not feasible due to cost, respondent burden, or other constraints; too often, however, survey organizations have *not* seriously considered such recommendations, because—from the viewpoint of the disability community—"they just don't get it." A notable exception is found in a report by Parsons, Baum, and Johnson (2000). With the support of a small contract from the National Center for Health Statistics, they surveyed the literature and interviewed key informants from the disability and survey communities about issues related to the inclusion of respondents with disabilities in interview surveys. After making a number of practical suggestions for improving access, the authors conclude with this general advice:

A final recommendation is that researchers pay more attention to the environments in which they conduct their research. *Virtually every feature of survey design can influence the likelihood that those with disabilities will have an opportunity to participate.* Routine consideration of how various elements of survey design may influence the inclusion of persons with disabilities and what might be done within the time and cost constraints of each survey is a low-cost opportunity for all survey researchers to begin proactively improving opportunities for persons with disabilities to be more fully represented in all social surveys. (p. 13, emphasis added).

Removing barriers to survey participation: Research and guidelines. To remove barriers to participation in surveys by persons with disabilities, the survey community, its critics, and its friends need to work together on two priority tasks: first, a program of research on methodologies for surveying people with disabilities; and second, development of "best practices," "guidelines," or "standards" for facilitating the participation of persons with disabilities in the survey process. The specificity, rigor, and coverage of the guidelines will depend on the research—as the research agenda moves forward, it will lead to iterative improvements in the guidelines.

The research program could begin with the agenda set by an Institute of Medicine workshop on survey measures of disability (IOM, 2000). While the workshop focused rather narrowly on *measurement* and on *work* disability, its research agenda includes the key elements of a broader program. The report summarizing the workshop notes the paucity of published research in all of these areas, and calls for additional research in each:

1. **Coverage** error resulting from choice of sampling frames and screening instruments that systematically exclude parts of the disability population
2. **Measurement** error resulting from the inherent complexity of disability, the introduction of new disability paradigms, and the lack of consensus on defining disability
3. **Nonresponse** error caused by differential nonresponse of persons with different types and levels of disability
4. **Environmental** information is almost entirely lacking from surveys, but it is essential to understanding the new paradigm of disability

The guidelines for inclusion of persons with disabilities could take many forms. Some statistical agencies and survey organizations have formal standards. For instance, the National Center for Education Statistics has published its *Statistical Standards* (2000), and the Bureau of Transportation Statistics has published the *BTS Guide to Good Statistical Practice* (2002). These standards or guides cover many important aspects of survey operations, including the requirement that, in accordance with Section 508 of the Rehabilitation Act, data products must be accessible to persons with disabilities. However, additional work is needed to specify the full range of survey operation.

Government-wide organizations also establish standards, guidelines, or policies. Perhaps the most important and relevant of such organizations is the Federal Committee on Statistical Methodology (FCSM) and its parent Office of Management and the Budget. OMB has established some statistical policies that have the force of law within the Federal statistical system, such as its policy on collecting and reporting information on race and ethnicity. More often, however, the FCSM issues reports on statistical topics (such as data editing, telephone surveys, etc.) that lack the force of law but do influence and coordinate survey practices in the Federal statistical system.

Outside of the Federal statistical system, professional associations perform a similar function of establishing guidelines or best practices for surveys. Best known of these, perhaps, is the American Association for Public Opinion Research, which has published *Best Practices for Survey and Public Opinion Research* (2002) and *Standard Definitions: Final Dispositions of Case Codes and Outcome Rates for RDD Telephone Surveys and In-Person Household Surveys* (2000). The former includes no specific reference to disability, although many of its recommended practices have implications for surveying people with disabilities. A systematic commentary on *Best Practices* from a disability viewpoint would be a useful contribution to the accessibility of surveys. *Standard Definitions* does mention disability, but in a manner that suggests lack of sensitivity to disability issues. The recommended codes for case dispositions include a code for "the respondent's physical and/or mental inability to do an interview" (p. 30). Elaborating, the standards say "respondents who are physically and/or mentally unable to participate in an interview would

include both permanent conditions (e.g. senility, blindness or paralysis) and temporary conditions (e.g., pneumonia or drunkenness)" (p. 30). Lumping disability with drunkenness as a cause for nonresponse is offensive to persons with disabilities. Even worse, however, is the easy assumption that the cause of nonresponse lies with the disabled respondent and not with inadequate survey procedures. This assumption reveals lack of awareness of the specific role of environmental factors in survey outcomes and a lack of awareness of the general role of environmental factors in the new paradigm of disability. A helpful addition to *Standard Definitions* would be a disposition code to indicate whether the survey organization made efforts to accommodate respondents with disabilities by adapting the survey environment.

National invitational conference planned. Clearly, there is much to be done in methodological research and in its application to survey procedures before surveys will achieve a satisfactory level of accessibility. To facilitate that work, the Federal Interagency Committee on Disability Research (ICDR) is sponsoring a national invitational conference on "Removing Bias by Removing Barriers." Scheduled for **April 19–20, 2004**, in Washington, DC, the conference will bring together specialists from the disability research community and the survey research community to share their experiences in making surveys accessible. The conference goal is to provide the basis for an agenda for methodological research on survey accessibility and developing "best practices" for survey accessibility. Those interested in learning more about the conference are invited to contact one of the planning committee co-chairs: David Keer, National Institute on Disability and Rehabilitation Research (David.Keer@ed.gov) or Paul Placek, National Center for Health Statistics (pjp2@cdc.gov).

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cell phones to make most of their calls, making wireline contact problematic.

Why has wireless technology become so popular? For most of us, it is a convenience that allows us to be in touch anywhere, anytime. It reflects a 21st century society that is always on the move and wants to be in touch twenty-four hours a day, seven days a week. It provides instant gratification for a “me generation” and a high-tech personal device for a high-tech society. Wireless phones also provide a viable alternative to wire for college students, military personnel, renters, frequent movers, and those who for various reasons cannot afford standard wireline service.

Wireless phones may be convenient, but there are many reasons not to be wireless-only. Although competition is starting to drive prices down, wireless service is generally more expensive than wireline service. Unlike wireline service, owners must subscribe to a multi-year contract, and with most plans owners must pay for all calls, inbound and outbound. In the U.S., wireless technology cannot compete with traditional technology when it comes to reliability. There are two frequently incompatible technologies that do not conform to the standards accepted by other countries around the world. In other words, our wireless services are second class. Service is unavailable or unreliable outside of large urban centers, and even in metropolitan areas, coverage often is incomplete or inconsistent, replete with dead zones, black holes, and bad connections.

Eventually, consumer demand and competition among providers will make wireless telecommunication a substantive alternative to wire, and therefore we need to prepare for a future that may be more wireless than wireline. In February 2003, Survey Sampling International, Nielsen Media Research, and the University of Michigan organized a Cell Phone Summit. The meetings focused on the current and future problems of coverage and nonresponse associated with wireless phones and began dialogue on how to address important knowledge gaps. What we don't know: What proportion of U.S. households are wireless-only? Who are they? Will they participate in surveys on their wireless phones? What does it mean to be primarily wireless? For households with both wire and wireless service, which mode will yield the highest response rate or lead to the least nonresponse error? Recent surveys of cellular phone owners (Steeh, 2003; Jones & Ames, 2003) suggest that response rates to wireless surveys are neither better nor worse than those achieved in eppsem RDD surveys. Since cellular surveys yield a significantly different respondent demographic profile, how can we mix these two modes?

Our first challenge is to accurately quantify how many households are wireless-only and then monitor changes

or trends. The only way to arrive at a true estimate is through a large-scale face-to-face survey. You cannot use a telephone sample or an Internet sample to produce accurate estimates of this segment of the population. One positive outcome of the Cell Phone Summit is that the Current Population Survey will start making population estimates of wireless and wireline telephone penetration in 2003–2004.

But what do we know today? Some reliable estimates come from a large, syndicated face-to-face study conducted by Mediamark Research, Inc. (MRI). Their fall 2002 data indicate that only 1.3% of the adult population (not living in group quarters) has a cellular telephone and not a wireline telephone. They also report that 2.4% of the adult population does not have any telephone, wireline or wireless, a figure very close to the non-telephone household counts reported by Census 2000. The Cellular Telecommunications and Internet Association reports that 2.2% of the people in the United States are wireless-only.

The Index values of the demographic cross-tabs in the MRI study suggest that wireless-only individuals are disproportionately young, single males, living in rental units in urban areas. They also are more likely to be African American, unemployed, and students. This profile is confirmed by another series of face-to-face studies conducted by Roper ASW between 2002 and 2003 (Tuckle & O'Neill, 2003). This segment of the population has traditionally been underrepresented in the standard telephone frame, so being able to increase their representation through wireless sampling certainly will benefit our industry and improve our estimates.

In the 2003 Roper study, 9% of the respondents indicated that their household was “almost certain” or “very likely” to give up regular telephone service in the next 12 months. This suggests that the size and scope of the wireless-only population may grow substantially in the coming years, and therefore we must prepare for that future. Preparation will involve numerous challenges: frame construction, response rate differences, new dialing protocols, special questionnaire design, and various legal and ethical constraints.

Constructing a frame of possible telephone numbers is relatively simple. The datasets available from Telcordia can be used to construct a frame of all possible wireless prefixes. There is no “list” of assigned cellular numbers to improve sample efficiency, but two recent tests suggest that it may be as high as 50%, at least in large metropolitan areas. Another challenge to accurate frame construction is that wireless prefixes, unlike wireline prefixes, represent the point-of-purchase geography and may not represent where the owner currently lives or is temporarily located.

Other challenges will be practical and methodological. The first major challenge will be reconciling two overlapping frames. The wireless frame is a population frame, while the traditional telephone frame is a household frame, and the two frames are not mutually exclusive. Additional interview questions and weighting designs will be required to compensate for the multiple probabilities of selection.

Additionally, there will need to be new dialing protocols to allow for this different environment and new outcomes. We will need to consider respondent compensation and new standards for interview length and be cognizant of public safety issues. More research will need to be done in order to determine if cellular surveys introduce new kinds of nonresponse bias and whether wireless phone users have different attitudes toward unsolicited calls.

Other challenges will be legal in nature. The industry, in particular CMOR and CASRO, is closely monitoring pending FCC and FTC legislation and changes to the Telephone Consumer Protection Act (TCPA) that are currently under consideration. Unsolicited (RDD) calls to wireless telephones may become illegal. Currently, auto-dialers cannot be used to call wireless phones, and many states have laws prohibiting cellular phone use under certain conditions, such as driving a car. Thanks to the next phase of Number Portability and new technologies, the ability to distinguish between cellular and wire numbers may disappear, challenging all segments of telephone sampling.

Although these challenges are numerous and formidable, I am confident that our industry will meet them with the same success as we have met other challenges in the history of telephone sampling.

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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.

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Grand Canyon State Poll. This biannual statewide RDD CATI survey was conducted in March (n = 400). Topics included war with Iraq, perceptions of new Arizona Governor Janet Napolitano, physician-assisted suicide, racial profiling, and the proposed state liquor tax. *Director:* Fred Solop.

Hopi Head Start Community Assessment. A paper questionnaire was distributed to Head Start clients with children on the Hopi Reservation. Sixty-four respondents completed the questionnaire. Topics included social concerns on the reservation, parenting experiences, and childcare issues. *Director:* Fred Solop.

Ecological Restoration Institute Web Site Assessment. A focus group consisting of participants from relevant professions was assembled to discuss items related to the Ecological Restoration Institute's Web site. On-site "field testing" of the site was included to elicit participants' opinions. *Director:* Fred Solop.

Flagstaff Omnibus Survey. This annual RDD CATI survey was conducted in March with 604 Flagstaff residents. Topics included the Flagstaff Report Card, an annual evaluation of local institutions; perceptions of local organizations; and folic acid supplement use. *Director:* Fred Solop.

Project Resiliency Summary Evaluation. *Project Resiliency*, a local prevention program for at-risk youth, was evaluated through the collection of survey data from 23 program participants before and after administration of the program. Data also was collected from a comparison group of 15 that did not participate in the program. *Director:* Fred Solop.

CALIFORNIA

Cooperative Institutional Research Program Higher Education Research Institute (HERI)

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Spirituality in Higher Education: A National Study of College Students' Search for Meaning and Purpose. HERI has initiated a new program of research funded by the John Templeton Foundation to track the spiritual growth of students during their undergraduate years. The study employs a multi-institutional and longitudinal design to identify trends, patterns, and principles of spirituality and religiousness among college students. Areas covered include spiritual outlook/orientation/worldview; spiritual well being; religious/spiritual practices and behaviors; self-assessments of spirituality and related qualities; spiritual quest; spiritual/mystical experiences; attitudes toward religion/spirituality; religious affiliation/identity; theological/metaphysical beliefs; facilitators and inhibitors of spiritual behavior; and compassionate behavior. A spring 2003 pilot survey involved approximately 12,000 students attending a representative sample of 47 colleges and universities nationwide. All students who participated in the pilot also completed the 2000 Cooperative Institutional Research Program (CIRP) Freshman Survey. Linking data from the 2 surveys enables the assessment of changes in students' spiritual development during the undergraduate years. A revised questionnaire will be developed for administration in fall 2004 to approximately 90,000 students comprising the entering freshmen classes at a representative sample of 150 colleges and universities. Data from the survey will be widely disseminated in spring 2005. The study also includes individual and focus group interviews to assess the spiritual life of college students in more depth. *Principal Investigators:* Alexander Astin and Helen Astin, *Project Director:* Jennifer Lindholm.

ILLINOIS

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Understanding the Challenges of Prisoner Reentry. The Urban Institute contracted with MCIC to undertake a longitudinal study of prisoners scheduled for release from a state correctional facility who would be returning to their former Chicago neighborhoods. Beginning in October 2002, MCIC recruited 400 soon-to-be released prisoners using a self-administered questionnaire for 2 subsequent post-release surveys, one at 30 days after

release and one at 6 months after release. MCIC also interviewed family members living in Chicago. Topics included job training inside and outside prison, job search, and family relationships prior to, during, and after incarceration. *Principal Investigator:* Christy Visher, *Project Manager:* Alisu Schoua-Glusberg.

Chicago Longitudinal Study. MCIC is currently working with the Univ. of Wisconsin to locate and interview 500 difficult-to-find respondents. Approximately 15 years ago, the Univ. of Wisconsin began a longitudinal phone study while the respondents were in kindergarten. Over the years, respondents answered questions that helped the Univ. understand the role of school and family experiences in their lives. This research phase is designed to learn what each respondent is currently doing as an adult. *Principal Investigator:* Arthur Reynolds (Univ. of Wisconsin), *Project Manager:* Thais Seldess.

Illinois Families Study, Wave 4. Researchers from Northwestern Univ., Northern Illinois Univ., Roosevelt Univ., the Univ. of Illinois at Chicago, and the Univ. of Chicago are studying the effects of Temporary Assistance for Needy Families (TANF) and the changes welfare reform laws brought to work requirements, time limits, and expanded work supports. The study's objective is to determine if welfare reform is helping or hurting families and children, and to recommend improvements to welfare programs. MCIC has conducted face-to-face data collection in Cook, Peoria, and St. Claire Counties for each wave. MCIC currently is interviewing 1,073 respondents about employment, job search and training, literacy skills, parenting, physical health, mental health, and domestic violence. *Lead Researcher:* Dan Lewis, *Project Manager:* Woody Carter.

Child Well-Being Supplement (CWB), Wave 3. The CWB supplement to the Illinois Families Study focuses on how welfare reform is affecting young children. Five hundred adult residents of Cook, Peoria, and St. Claire Counties are interviewed in person about employment, income, and health care coverage. The goal is to assess the relationships between child well-being and these issues. At the time of Wave 1, each respondent was the primary caregiver of a child under age 5. *Principal Investigator:* Jane Holl, *Project Manager:* Woody Carter.

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Qualitative Evaluation of Domestic Violence Program. The Domestic Violence and Mental Health Initiative is a nonprofit organization designed to mobilize a

comprehensive response to the mental health needs of domestic violence survivors and their children. It provides an opportunity for domestic violence and mental health agencies in the Chicago area to collaborate and improve the scope, quality, and availability of services that address the mental health sequelae of domestic violence. The Initiative contracted with SRL to evaluate its efforts and provide a report on whether it had accomplished the goals it established for itself in 1999. To conduct the evaluation, SRL interviewed agency directors from domestic violence and mental health agencies that participate in the Initiative's network. *Principal Investigator:* Carole Warshaw (Domestic Violence and Mental Health Initiative).

Comparative Investigation of Physical Activity Questionnaires. The purpose of this pilot study was to examine the performance differences between seven physical activity questionnaires. SRL conducted RDD interviews with 47 respondents and mailed each a diary in which to record information about his or her physical activities over the course of a week. Fourteen respondents returned completed diaries. *Principal Investigator:* Weimo Zhu (Univ. of Illinois at Urbana-Champaign), *Project Coordinator:* Jane Burris.

Homeland Security Survey. SRL entered the data provided by 891 respondents to a survey on issues related to Homeland Security. The questionnaire asked about the level of concern about various terrorist attacks, what facilities and infrastructure need to be secured and protected, collaboration and coordination across levels of government and city departments, economic impacts on public safety after September 11, and future needs for Homeland Security. *Principal Investigator:* Christopher Hoene (National League of Cities), *Project Coordinator:* Jennifer Parsons.

Chicago Public Schools Survey. This mail survey, which was fielded in winter 2002, sought to gather information on certain building services provided to Chicago Public Schools through the Department of Operations. Completed questionnaires were returned by 259 schools. *Principal Investigator:* Paula McCabe (Chicago Public Schools), *Project Coordinator:* Jane Burris.

State of America's Cities Survey. SRL entered the data provided by the 329 respondents to this study of city economic conditions. Topics included changes in revenue collection, increased/decreased expenditures, fiscal actions, city staff layoffs, additional expenditures for Homeland Security, changes in state aid, capital project spending, and short-term borrowing. *Principal Investigator:* Christopher Hoene (National League of Cities), *Project Coordinator:* Jennifer Parsons.

Chicago Alternative Policing Strategy (CAPS) 2003 Survey. CAPS, which is Chicago's community policing

program, was instituted citywide in 1995. This RDD survey of city residents is part of an ongoing evaluation of the program that is examining Chicago's progress in implementing selected components of the program and monitoring trends in public assessments of the quality of police service in Chicago. During March–June, SRL interviewed approximately 2,800 English- and Spanish-speaking residents about crime and safety in their neighborhoods and their opinions of the Chicago Police Department. The Illinois Criminal Justice Information Authority is providing study funding. *Principal Investigator:* Wes Skogan (Northwestern Univ.), *Project Coordinator:* Jennifer Parsons.

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Monroe County SCAN. Commissioned by Monroe County Community Service Committee, this study involved 300 telephone interviews with residents of Monroe County, IN. Major topics were poverty, social service needs, and community-building activities. *Principal Investigator:* Cassidy Overpeck.

Indiana Coordinated State Coverage. This study, funded by state and federal health authorities, assessed Indiana residents' access to health insurance coverage. Telephone interviews were completed with 10,000 residents statewide. *Principal Investigator:* Brian Vargus.

WISH-TV Terrorism Poll. Conducted on behalf of WISH-TV in Indianapolis, this study consisted of 400 telephone interviews with Indiana residents regarding opinions on terrorism, war, and the performance of the President in dealing with these issues. *Principal Investigator:* Brian Vargus.

Gambling Study. The Indiana Criminal Justice Institute sponsored this telephone survey of approximately 400 Indiana residents. Major topics were gambling behaviors, awareness of problem gambling, and related resources. *Principal Investigator:* Andrew Hutcherson.

Morgan County Needs Assessment. This study, sponsored by St. Francis Hospital and Morgan County Hospital, addressed Morgan County residents' access to and satisfaction with health care services in the county. Approximately 400 residents were contacted by telephone for this survey. *Principal Investigator:* Brianne O'Brien.

Seatbelt Media Campaign Assessment. This study, begun in May 2003, is an evaluation of the "Click It or

Ticket" seatbelt media campaign, sponsored by the Indiana Criminal Justice Institute. Telephone interviews will be conducted with 1,200 Indiana residents before the campaign and another 1,200 after the campaign. *Principal Investigator*: Andrew Hutcherson.

Transportation Survey. The Indiana Dept. of Transportation commissioned a statewide telephone survey of 1,100 residents. The study addressed commuting, highway and transportation issues, and residents' satisfaction with the Department's performance. *Principal Investigator*: Andrew Hutcherson.

Wishard Advantage Health Study. The Public Opinion Laboratory is working with the Marion County Health and Hospital Dept. to conduct a survey of 1,000 participants in the Wishard Advantage health care program. Eight hundred participants will be contacted for this study, which is designed to assess participants' access to health services, current health status, and risk factors for health problems. *Principal Investigator*: Brian Vargus.

2003 Household Survey. This statewide survey, commissioned by the Center for Urban Policy and the Environment, will consist of 3,200 telephone interviews with Indiana residents. This broad planning and assessment survey will address quality of life and community strength issues, including health, safety, local social and public services, and social problems affecting Indiana communities. *Principal Investigator*: Brianne O'Brien.

KANSAS

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Kansas City Driving Survey. Funded by an NSF grant, in March the Survey Research Center began conducting random CATI interviews with residents of the Kansas City area encompassing 8 surrounding counties. The survey assesses the driving experiences of adult drivers, their experience with other drivers, and their experience with traffic police. A research team from the Department of Government at the Univ. of Kansas designed the survey. *Principal Investigators*: Donald Haider-Markel, Chuck Epp, and Steven Maynard-Moody; *Project Coordinators*: Donald Haider-Markel and Jared Schreiner.

TANF Recipients Survey. In January, SRC began conducting CATI interviews with randomly selected TANF Welfare recipients within Missouri. The study is part of a larger nationwide project in which the same survey is

being conducted with TANF recipients in other states. The survey assesses the experiences of TANF recipients and the impact TANF has on their lives, and involves researchers from the Univ. of Kansas Medical Center and PRI. *Project Coordinator*: Pat Oslund.

ECKAN Clients Survey. Beginning in June, SRC sent a mail survey to 1,700 clients of the East Central Kansas Economic Opportunity Corporation (ECKAN). The survey gauges the use of the services that ECKAN provides and the beliefs clients have about the effectiveness of these programs. The SRC will follow the mailing with CATI interviews for those not responding by mail. The survey was designed by a team comprised of members of ECKAN and PRI. *Principal Investigator and Project Coordinator*: Donald Haider-Markel.

MASSACHUSETTS

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Genetic Materials. Funded by the NIH's National Human Genome Research Institute, this telephone study explored ethical issues related to the collection of blood samples in genetic research. Respondents were asked about confidentiality issues, their sense of ownership of their blood sample once they have let go of it, and if the employment status or motivations of researchers affect their willingness to provide such samples. Study results are likely to have implications for future informed consent

Survey Research Soliciting Lead Articles for Upcoming Issues

The *Survey Research* newsletter is extending an invitation to those in the survey research field to submit original work on topics of interest to the survey research community—such as methods for reducing nonresponse, experience with Web surveys, and strategies for recruiting and 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.

procedures for genetic research in a variety of settings. The sample of 1,400 potential respondents was recruited in clinics across Arizona, Utah, Maryland, and North Carolina. *Study Director:* Brian Clarridge.

Medical Errors. This study covered one phase of a sizable AHRQ project awarded to the Massachusetts Dept. of Public Health (DPH). It consisted of a phone survey of hospital administrators on their views about public disclosure of information about medical errors. Institutions collaborating on the study included DPH, the Harvard School of Public Health, the Massachusetts General Hospital, and UMass Boston. Hospital CEOs, chief operations officers, risk managers, patient safety officers, and chief medical officers were asked about when, where, and how disclosure about medical errors currently takes place, and how it should take place in the future. Respondents also were queried about their feelings on mandatory reporting to the government and their views on selected confidentiality options when disclosure takes place. Fifty to 80 hospitals were selected in each of 6 states, with an average of 3–4 potential respondents each. The total sample was just under 1,600 respondents. *Study Director:* Brian Clarridge.

Residential Supply Chain in Transition. Directed by Harvard's Joint Center on Housing and funded by the Sloan Foundation, this study sought to clarify the future of the home building supply industry. SAQs were sent to a sample of 350 leaders in the home building supply industry. Questions centered on relationships with customers and suppliers and current inventory management practices. Respondents also were asked about changes in the way their company did business from 1977 to 2002. Reminder calls took place in February and March. *Study Director:* Brian Clarridge.

Data Sharing and Withholding Among Trainees in the Sciences. This is a follow-up study with collaborators at Harvard Medical School and the Massachusetts General Hospital. Doctoral candidates and post-doctoral fellows studying the life sciences, computer science, and chemical engineering were asked about the sharing of research information. Probing questions, designed to reveal the level of tension between sharing to further the goals of science and withholding to advance one's own career, were posed. Sampled from department listings provided by the universities with the highest NIH funding levels, 670 individuals were picked in each of the 3 targeted groups. The initial mailing occurred in early February, with phone follow-up through April. *Study Director:* Brian Clarridge.

Consequences of "Adult-Only" Exceptions to Tobacco Marketing Regulations. In a study funded by the Robert Wood Johnson Foundation's Substance Abuse Policy Research Program, CSR carried out systematic observations in a probability sample of 42 bars

and clubs in the Boston metropolitan area. Pairs of observers used hand-held computers programmed with the survey protocol to record establishment characteristics, patron characteristics, and the presence or absence of tobacco promotional activities. *Principal Investigator:* Lois Biener.

Massachusetts Medicaid HIV Expansion Demonstration Project. In an HHS-funded demonstration project, MA Medicaid has expanded eligibility requirements to promote access to early treatment. This fall, as part of that demonstration, CSR will survey 800 members enrolled through the expansion program by mail. The collected data will help in the evaluation of these members' health care experiences. *Study Director:* Patricia Gallagher, *Project Manager:* Carol Cosenza.

MICHIGAN

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Ethnic Disparities in Congenital Heart Disease Outcomes. Funded by Robert Wood Johnson fellowship research funds, SRC will survey pediatric cardiologists regarding factors they believe contribute to the observed ethnic differences in outcomes for congenital heart disease. The mail questionnaire will be sent to approximately 1,200 pediatric cardiologists in the U.S. *Principal Investigator:* Anne Boyd, *Survey Manager:* Andrea Meyer-Scott.

Panel Study of Income Dynamics. Approximately 7,700 CAPI interviews will be completed from March through September for this national, multi-generational, longitudinal study begun in 1968. With NSF as the major funder, topics include family employment, income, assets, expenses, and charitable donations in order to understand the dynamics of families' economic well-being. *Principal Investigator:* Frank Stafford, *Survey Manager:* Lloyd Hemingway.

Monitoring the Future. Eighth-, tenth, and twelfth-graders completed SAQs in approximately 415 schools nationwide from February–June 2003. Also, a longitudinal panel of about 20,000 individuals who have participated in the school surveys since 1975 received self-administered mail questionnaires in April. Funded by NIH, topics included drug use, political and social attitudes, work life, and leisure-time activities. *Principal Investigators:* Lloyd Johnston, Jerald Bachman, and Patrick O'Malley; *Survey Manager:* Lloyd Hemingway.

MINNESOTA

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Older Adults' Quality of Life. Ramsey County and the Wilder Foundation sponsored a random CATI survey of approximately 650 adults age 65+ in Ramsey County, MN, including 150 targeted African-American, Hmong (age 60+), and Latino respondents. Topics included quality of life issues such as civic participation, housing needs, care-giving duties, and specific community or health services used or needed. *Principal Investigator:* Greg Owen, *Survey Project Coordinator:* Swati Deo.

Development Assistance for Small Businesses. The Neighborhood Development Center, providing small business development assistance in Minneapolis and St. Paul, MN, sponsored a telephone survey of 250 small business owners who received development assistance from the Center. The survey, conducted every 2–3 years, assesses the impact of Neighborhood Development Center services and the well being of the small businesses served. *Principal Investigator:* Richard Chase, *Survey Project Coordinator:* Daniel Swanson.

Parenting Assistance for Young Mothers. Hennepin County, MN, provides parenting support and referral services to young women and adolescents who are pregnant or parenting through two agencies and sponsored this telephone survey of 200 clients to evaluate client experiences and satisfaction. *Principal Investigator:* Greg Owen, *Survey Project Coordinator:* Lue Thao.

NORTH CAROLINA

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Accumulation of Wealth and Social Capital Among Low-Income Renters (AWSC-R). The Center for Community Capitalism (CCC) at The Univ. of North Carolina–Chapel Hill has awarded a contract to RTI to conduct this 5-year panel study. Funded by the Ford Foundation, this study involves multiple modes of data collection from over 1,550 low- and moderate-income renting households in 30 geographic areas across the U.S. AWSC-R will serve as a companion piece to the CCC's ongoing Community Advantage Panel Survey, which looks at the accumulation of wealth and social capital among low- and

moderate-income new homeowners and will “match” the AWSC-R sample to this study. *Project Director:* Brian Burke.

Evaluation of Nonparticipants in the Smallpox Vaccination Program. The CDC has contracted with the RTI to conduct this study of a sample of approximately 7,000 smallpox vaccination program nonparticipants from 5 states. During the summer and early fall of 2003, data will be collected primarily with CATI. Self-administered Web and paper questionnaire options will be available to respondents as well. *Project Director:* Brian Burke.

Early Childhood Longitudinal Study–Birth Cohort (ECLS-B): The Preschool Year. Sponsored by NCES, this study is intended to inform policy regarding young children's early care and education. Assessments of approximately 9,000 preschool children will be conducted during the fall of 2005. RTI will conduct in-person interviews with the children's parents and phone interviews with the children's childcare providers. *Project Director:* Bertha Gorham, *Associate Project Director:* Alice Turner.

Housing and HIV/AIDS Prevention. The CDC has contracted with RTI to conduct this study to assess the role of housing in reducing HIV/AIDS transmission and disease progression. The sample includes persons with HIV/AIDS seeking housing services from 3 selected Housing Opportunities for Persons with AIDS program agencies. The project will follow 1,000 participants for 18 months. The treatment group will receive housing vouchers, and the comparison group will receive standard housing assistance. *Project Director:* Scott Royal.

OREGON

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University of Oregon (UO) Arena Survey. In November–December 2002, OSRL completed 583 CATI interviews (list) with UO donors and area businesses to determine the market and feasibility of a multi-purpose arena proposed by the UO Athletics Department. Questions addressed the proposed arena's location, the degree to which its location will influence their UO participation, and interest in various seating arrangements. *Principal Investigator:* Patricia Gwartney, *Project Director:* Tony Silvaggio.

Transportation Needs and Issues Survey. The Oregon Dept. of Transportation (ODOT) sponsored this fourth survey in a series to learn how Oregonians travel and their opinions on traffic congestion, highway construction,

safety, funding priorities, traveler information sources, gasoline taxes, and how well Oregon maintains roads and bridges. Other topics included satisfaction with ODOT and the condition of bridges, pavement, and roadside rest areas. OSRL conducted 1,015 RDD CATI interviews in December 2002–January 2003. *Principal Investigator:* Patricia Gwartney, *Project Directors:* Vikas Gumbhir and Brian Wolf.

Josephine County Survey. OSRL completed 406 RDD CATI interviews with Josephine County, OR, residents in December 2002 and January 2003. This second annual survey sought residents' opinions about community services and policies, growth and safety issues, civic participation, funding sources, and county government's communication with citizens. Josephine County government will use the results to evaluate citizens' priorities and decide policies. *Principal Investigator:* Patricia Gwartney, *Project Directors:* Vikas Gumbhir and Juyeon Son.

Josephine County Internal Survey. OSRL interviewed 137 Josephine County employees (random from list) to determine their job satisfaction and opinions on supervisor performance, customer service, internal and external communications, and county services. The Josephine County Board of Commissioners sponsored this survey as a starting point for their public information plan. *Principal Investigator:* Patricia Gwartney, *Project Directors:* Juyeon Son and Dan Burghart.

Oregon Annual Social Indicators Survey 2002–2003 (OASIS). OSRL conducted 804 RDD CATI interviews with Oregon residents in January. This annual omnibus survey asked about alternative education programs, experiences with police stops, voting, gambling, opinions on new food labeling laws, feelings about the state, the environment, and the likelihood of a terrorist attack. Sponsors included the Oregon Criminal Justice Commission, ECO-Northwest, and researchers at the Univ. of Oregon and Oregon State Univ. *Principal Investigator:* Patricia Gwartney, *Project Director:* Vikas Gumbhir.

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National Longitudinal Survey of Freshmen—Wave 5.

This Andrew W. Mellon Foundation-supported study permits the first comprehensive analysis of the diverse pathways by which whites, African Americans, Latinos, and Asian Americans enter higher education. It documents the different characteristics that students bring to campus and traces the influence of these differences on later academic performance. The 3,830 students have been followed since fall 1999, when they were entering freshmen in selective colleges and universities. From February through August, students will be tracked and administered a 40-minute CATI interview that focuses on their attitudes, behavior, and experiences since the previous interview. Findings from the first wave were published in *The Source of the River*. *Principal Investigators*: Douglas Massey and Camille Charles (Univ. of Pennsylvania), *Study Director*: Ellin Spector.

Family Relationship Project. This project is designed to learn about the experiences of 200 working- and middle-class African-American families raising children and teenagers, with a focus on effective child-rearing strategies. Residential parents and 2 of their children are being interviewed in their homes about their attitudes, beliefs, family relationships, psychological adjustment, and work and leisure experiences. ISR is conducting the 2–3 hour in-person interviews; a Penn State research team is conducting 7 follow-up telephone interviews about the families' daily activities. Data collection started in September 2002 and is expected to continue through fall 2003. *Principal Investigators*: Susan McHale, Ann Crouter, Dena Swanson, and Linda Burton (Pennsylvania State Univ.); *Study Director*: Ellin Spector.

Twins as Parents Study. This NIH-funded national study is examining how family influences and individual experiences lead to similarities and differences between parents and their children and how these influence health and development. The study involves approximately 1,000 members of the Vietnam Era Twin Registry, up to 3 of their 12–30 year old biological offspring (approximately 1,012) and the mothers (approximately 725) of those offspring. CATI interviews average 45 minutes for twins, 90 minutes for offspring, and 80 minutes for mothers. Tracking and interviewing will occur until March 2004. *Principal Investigators*: Kathleen Bucholz (Washington Univ.), Theodore Jacob (Palo Alto Veterans Affairs Health Care System), and William True (St. Louis Univ. School of Public Health); *Study Director*: Ellin Spector.

TEXAS

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Waco Independent School District (WISD) Survey

2003. This CATI survey of over 500 adult Waco residents asks about the overall grade given to WISD, a grade for the district's academics, support for the district's promotion policy, safety issues, and sources of information about the district. *Directors*: Larry Lyon and Tillman Rodabough, *Project Manager*: Debbie Marable, *Coordinators*: Rusty Parker and Alex Trouteaud.

WISCONSIN

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2003–2005 Wisconsin Longitudinal Study: Graduates and Spouses. UWSC will conduct the next wave of data collection for this project from summer 2003 through fall 2004. The sample consists of 10,000 Wisconsin high school graduates from the class of 1957 and their spouses. Graduates will complete a 60-minute phone interview, followed by a 50-page SAQ. Funding comes from the NSF. *Principal Investigator*: Robert Hauser, *Project Director*: Matt Sloan.

Middle Age Development in The United States (MIDUS) II.

The second wave of data collection for this project will be conducted from fall 2003 through fall 2004. The sample consists of participants from MIDUS I, conducted as a nationwide RDD survey in 1995. The approximately 7,000 respondents are currently age 35–89 and will complete a 45-minute telephone interview, a 100-page SAQ, and a cognitive battery. Additional RDD and CAPI samples will be mentioned in future listings. Funding comes from the NSF. *Principal Investigator*: Carol Ryff, *Project Director*: Kelly Elver.

Veterans Smoking Study. This CATI survey began in March. UWSC is gathering data for the Minnesota Veterans Administration Hospital, completing about 2,000 interviews from March to September 2003 with a target response rate of 80%. Funding comes from the VA. *Principal Investigator*: Melissa Partin, *Project Director*: Kelly Elver.

The American Mosaic Project. The UWSC has begun gathering data for this national omnibus RDD study with African-American and Hispanic oversamples. Approximately 2,000 interviews will be conducted through late summer/early fall, in English and Spanish. The study will examine Americans' attitudes toward race and religion and will investigate what brings Americans together, what divides us, and the implications of diversity for our political and civic life. A particular focus is how ethnic, racial, and religious identities shape the obligations of citizenship and our vision of the good society. The project is funded by the David Edelstein Family Foundation. *Principal Investigator:* Joseph Gerteis (Univ. of Minnesota), *Project Director:* G. Donald Ferree.

CANADA

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Survey of Nurses Working in Ontario Acute Care Hospitals. ISR is conducting a mail survey with more than 13,000 registered nurses and registered practical nurses employed in a medical-surgical or critical care area. A research team will use the data for 2 studies. The purpose of these studies is to better understand how nursing and hospital characteristics contribute to hospital quality of care outcomes, such as unplanned patient re-

admission and patient mortality. *Principal Investigator:* Ann Tourangeau (Univ. of Toronto), *Study Director:* Liza Mercier.

Demographics of Ontario Gaming Revenue. ISR is conducting a study examining the demographic characteristics of residents of Ontario who contribute to government gaming revenues through gambling activities. To date, researchers have had difficulty estimating the true net expenditures of gamblers, but this study will explore alternative ways to gather more accurate data. ISR will screen more than 8,000 Ontarians and invite a subset of 400 respondents (100 each of problem gamblers, gamblers at moderate risk, those at low risk, and individuals with no risk of becoming a problem gambler) to complete gambling diaries for 1 month. The results from the phone survey and the diaries, along with demographic information from the rest of the sample, will be extrapolated to the population of Ontario gamblers to generate total population net spending estimates. Funding for the study is being provided by the Ontario Problem Gambling Research Centre. *Principal Investigators:* Robert Williams and Robert Wood (Univ. of Lethbridge), *Study Director:* John Pollard.



ANNOUNCEMENTS

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

CALL FOR PAPERS: EIGHTH CONFERENCE ON HEALTH SURVEY RESEARCH METHODS

The Eighth Conference on Health Survey Research Methods (CHSRM) will continue the series that began in 1975 to discuss new, innovative survey research methods that improve the quality of health survey data. The CHSRM will bring together researchers from various disciplines who are at the forefront of survey methods research, who are responsible for major health surveys, and who use survey data to develop health policy. This call seeks abstracts for both original studies and overview papers that describe research beyond what is currently known about survey methods and their application to health-related issues using the following topics as general guidelines:

- Capturing diversity and change in a dynamic population,
- Cross-cultural challenges in health survey research,
- Community participation and community benefit,
- Security and privacy, and
- How to conduct health surveys in the 21st century.

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- Survey Research Center, University of Michigan
- Survey Research Laboratory, University of Illinois at Chicago
- Survey Section Statistics Laboratory, Iowa State University
- Westat

More information on the topics is available at www.srl.uic.edu/news.

Conference attendance will be limited to approximately 75 individuals who will be invited to present papers, chair sessions, discuss presentations and the state of knowledge in specific areas, and serve as rapporteurs. Lodging, meals, and most travel expenses will be covered for all nonfederal-employee invited participants. The conference will be held February 20–23, 2004, at the Wyndham Peachtree Conference Center, Peachtree City (Atlanta), GA. All participants must be present for the entire conference. To have a paper considered, send a 500- to 1,000-word abstract (in Word document form) to Kris Hertenstein at krish@srl.uic.edu no later than October 1, 2003.

PERSONNEL NOTES

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

The Oregon Survey Research Laboratory welcomes its new Director of Research **Woody Carter**. **Derek Darves-Burnoz** has joined OSRL as a Project Director.

At Research Triangle Institute, **Karl Feld** has joined the Survey Research Division as Manager of Call Center Services. **David Uglow** has joined the Research Computing Division as Manager of IVR Services. **Jeremy Aldworth** and **David Weitzenkamp** have joined the Statistics Research Division as Research Statisticians, and **W. Douglas Evans** has been named Director of the Center for Health Promotion Research.

NORC is pleased to announce that **Fritz Scheuren**, who has held the position of Vice President for Statistics since 2001, has been elected as the new president of the American Statistical Association. NORC also is happy to announce that **Kirk Wolter** has joined the organization as Senior Fellow, working out of NORC's Chicago offices.

At the Univ. of Michigan's Institute for Social Research, Survey Research Center, **Patty Maher** has been appointed Associate Director of Survey Research Operations (formally known as the Division of Surveys and Technologies).

Jill Ronco and **Ron Hazen** have joined the Chicago office of the Survey Research Laboratory of the Univ. of Illinois at Chicago as Project Coordinators.

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.

RTI's Survey Research Division is seeking **Research Survey Specialists**. Main duties are to lead studies as project director or task leader. The successful candidate will make positive contributions to projects and methodologies, develop new strategies to improve response rates, and contribute to and direct research proposals. Research Survey Specialists work with study collaborators to develop, implement, and monitor research designs, and prepare and present reports to client. Qualified candidates must possess a minimum of an MA with 3+ years experience managing studies and experience working as a project manager or task leader for studies, managing contract research, working closely with staff across a wide variety of substantive and technical fields, gaining recognition from peers and clients for technical expertise, and authoring articles published in peer-reviewed scientific journals. We are an EEO/AA employer M/F/D/V. Submit resume on-line at <http://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 Laboratory at the Univ. of Chicago has an opening at its Chicago office for a full-time **Field Operations Manager**, who will oversee the operation of the SRL field section. Responsibilities include training field coordinators, field supervisors, and interviewers on computer-assisted telephone interviewing (CATI) and face-to-face interview methods and preparation of field reports and budgets. Additional information and application instructions can be found at www.srl.uic.edu/jobs/jobs.htm.

The Urban Institute has an opening for the position of **Research Assistant**. This position is with the Assessing the New Federalism project, working on the National Survey of America's Families. More information about the project is available at <http://www.urban.org/anf/nsaf>. Responsibilities cover a wide range of activities in support of the survey: sample design, data collection, data development, public use file production, and methodological research. Specific tasks include using statistical software for survey data analysis, assisting in the publication and dissemination of public use data files and methodology reports, and collaborating on methodological research for presentation at professional conferences. Applicants should have solid writing skills, experience with quantitative research methods and/or survey research, a bachelor's degree in Economics, Political Science, Statistics, or related social science and a strong interest in survey methodology. Send resume, cover letter, transcripts, and writing sample to The Urban Institute, Search Committee (Job #03044-ANF), 2100 M Street NW, Washington, DC 20037; fax: (202) 887-5189. Please limit transmissions to 6 pages. We are able to accept resumes via e-mail at resumes@ui.urban.org. Please send text only,

no attachments. The Urban Institute is an Equal Opportunity Employer M/F/V/H. We welcome diversity in the workplace and encourage all minorities and women to apply.

NORC at the Univ. of Chicago is a not-for-profit research organization dedicated to conducting social science research in the public interest. Due to start-up of new large-scale projects in the U.S. and overseas, NORC is currently seeking entry-, mid-, and senior-level survey operations and systems staff to supplement our veteran project teams. We prefer individuals with prior experience (appropriate to level) in national survey operations, advanced degrees in social science disciplines, and statistical programming and/or data management skills. New staff will be based in either our Chicago or Washington, DC offices. Experience or training in survey activities in non-Western societies and willingness to travel to same is desirable. To apply and to find out more about NORC, please visit www.norc.org/careers.

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