

MONDAY, May 17, 2004

Arizona **Continental Breakfast for all Attendees 7:00am-8:30am**
Prescott **Facilitators Breakfast 8:00am-8:30am Monday (Food will be in meeting room)**

Session 1 (8:45am-10:00am) Monday, May 17, 2004

Territorial Ballroom **Keynote Address, Peter Miller, Northwestern University; Editor, Public Opinion Quarterly**
Facilitator: Mick Couper, University of Michigan

Foyer **Break 10:00-10:30AM**
Session 2 (10:30am-11:45am) Monday, May 17, 2004

California & New Mexico Portions of Territorial Ballroom **Panel Discussion: Is There a Future for Telephone Surveys**
Facilitator: Michael Link, Centers for Disease Control & Prevention
Panelists: Clyde Tucker, Bureau of Labor Statistics;
Charlotte Steeh, Georgia State;
Invited Special Guest and Session Participant, Mike Brick, Westat

Nevada, Utah & Colorado Portions of Territorial Ballroom **Panel Discussion: Technology in the Survey of the Future**
Facilitator: Cheryl Landman, U.S. Bureau of the Census
Panelists: David Uglow, RTI International;
Bill Connett, University of Michigan;
Jim Kennedy, Bureau of Labor Statistics;
Sioban Carey, Office for National Statistics, United Kingdom
John Kennedy, Indiana University

Arizona ***11:45-1:30 Random Digit Dining Lunch-Please bring your lunch ticket.***

MONDAY, May 17, 2004

Session 3 (1:30pm-2: 45pm) Monday

California	<p>Presentations: Web Security Facilitator: Kevin Tharp, Indiana University You've Been HACKED - Safeguard Your Web Survey: Eric Peele, RTI International Major Considerations for Secure Deployment of a Web Survey: Perren Smith, University of Oregon Web/Electronic Surveys: Description of Electronic Data Reporting Processes at Statistics Canada (Past, present and future): Marc-André Dubois, Statistics Canada</p>
Nevada	<p>Presentations: Coding Facilitator: Jolyn Persons, Washington State University Electronic Coding Programs: Advantages & Challenge: Cathy Murphy, Battelle Memorial Institute Coding Open-Ended Questions: Ongoing Coding vs. End-of-Study Coding: Heather Mraz, Battelle A Demonstration of the "Blaise Interface Application (BIA) using Blaise, Visual Basic and SQL Database": David Dybicki, University of Michigan</p>
Zuni	<p>Small Shop Roundtable Facilitator: Yasamin Miller, Cornell University</p>
Utah	<p>Large-Shop Roundtable Facilitator: Judy Dodds, U.S. Bureau of the Census</p>
New Mexico & Colorado	<p>Presentations and Discussion: Interviewer Training for More Roles and Mixed Roles Facilitator: Diane O'Rourke, University of Illinois/Urbana Emeriti Presenters: The Census Bureau's CRAFT Program for Face-to-Face Interviewers: Wayne Hatcher, Bureau of the Census Electronic Field Interviewer Evaluations on the NSDUH: Gilbert Rodriguez, RTI International Interviewer Training for Multiple Roles and Dual Purpose Instruments: Lisa Carley-Baxter, RTI International Training Interviewers for New Roles: Kelly Elver, University of Wisconsin Developing Interactive Training Materials for At-Home Study: Stephanie Chardoul, University of Michigan</p>
Territorial	<p>Presentations: Change Management Facilitator: Vivienne Outlaw, University of Michigan Upgrading the Interview Work at Statistics Sweden: Lars Lyberg, Statistics Sweden Change Management: Moving from Theory to Application in a Data Collection Organization: Vivienne Outlaw, University of Michigan</p>
Foyer	Break 2:45-3:15PM

Session 4 (3:15pm-4: 30pm) Monday	
Nevada	<p>Presentations: The CASIC Revolution: Over or Nicely Started? Facilitator & Presenter: Bill Nicholls, US Bureau of the Census, Emeritus, “If the Pipeline of New CASIC Technologies is Running Dry, What Do We Do Now?” Innovating at the Edges, Bill Connett, University of Michigan A Wish List for the Future of CASIC at the National Agricultural Statistics Service, Asa Manning, USDA/NASS Bringing the Full CASIC Revolution Into the Small Shop, Shap Wolf, Arizona State University</p>
California	<p>Presentations: Testing Facilitator: Jocelyn Burgess, Statistics Canada A Structured Approach to Testing CAI Instruments: Heather Mraz, Battelle Memorial Institute Accessible Web Survey Applications: Larry Malakhoff, US Bureau of the Census Ticket System: Rob Meester, Statistics Canada</p>
Territorial	<p>Panel Discussion: Telephone/RDD Challenges Facilitator: Robie Sangster, Bureau of Labor Statistics Panelists: Madonna Camel, University of California; Prapimporn Noy Rathakette, University of Oregon; Heather Best, University of Arkansas; Kimberly Williams, Oklahoma State University; Janice Larson, Iowa State University</p>
Utah	<p>Presentations: Cultural Aspects of Surveys Facilitator: Julie Ly, US Bureau of the Census Data Collection With Mexican and Mexican-American Families- What we have learned: Toni Genalo, Arizona State Diverse Populations: Crystal Kollross, RAND Field Experiences on the Detroit Arab American Study: Jenny Bandyk, University of Michigan</p>
Zuni	<p>Roundtable Discussion: Administrative Challenges A roundtable discussion for administrative and business office staff to network and discuss solutions to common administrative challenges, such as paying incentives to respondents, providing food and incentives to interviewers, hiring CAPI interviewers, etc. Facilitator: John Stevenson, University of Wisconsin</p>
New Mexico & Colorado	<p>Presentations: Data Quality Facilitator: Anne Stratton, Centers for Disease Control and Prevention Approaches Small Survey Shops Use to Detect Fraudulent Activities Among CAPI Interviewers: Protecting Data Quality and Study Integrity: Kerry-Ann DiLoreto, University of Wisconsin The Impact of Interviewer Interest on Data Quality: Lilli Japiec, Statistics Sweden Plans for a Field Reinterview Operation to Detect Falsification Among CAPI Interviewers: Rosemary Byrne, Census</p>
Lobby	Meet in Lobby at 6:00 to board busses for dinner at the “Ranch”. Must have tickets with you.

TUESDAY, May 18, 2004	
Arizona	Continental Breakfast for all Attendees 7:00am-8:30am
Session 5 (8:45am-10:00am) Tuesday	
California	Presentations: WEB Access to Data Facilitator: Mindy Anderson-Knott, Pennsylvania State University Sharing Data: Using SDA to Provide On-line Access to Survey Data: Larry Hembroff, Michigan State Web-based Client Interface: Using technology to ease communication: Heather Terhune, Indiana University Portal Technology-Pilot Project: Cynthia Wrenn-Yorker, Anthony Figlioli, US Bureau of the Census
Nevada	Presentations: Mobile Computing Facilitator: Thurman Williams, University of Arkansas Handheld Devices -- Field Data Collection and Transmission Techniques: Nanthini Ganapathi, RTI International PDA for Collection of CPI Data: Milena Zelenbaba, Statistics Canada Mobile Computing Device Architecture: Tim McGarvey, US Bureau of the Census
Territorial & Utah	Panel Discussion: Interviewer Falsification Issues Facilitator: John Kennedy, Indiana University Panelists: Jennifer Reichert, US Bureau of the Census; Craig Hill, RTI International; Ron Langley, University of Kentucky; Patty Maher, University of Michigan
New Mexico	Presentations: Client Management Facilitator: Nancy Bannister, Indiana University Working with the Client on Study Development: Advantages and Challenges: Lisa John, Battelle Memorial Institute Overview of Application Development Workshop for Clients: Kelly-Ann Kettle, Statistics Canada Getting and Retaining Clients: Robert Lee, University of California
Colorado	Presentations: Mixed Mode in Small Shops Facilitator: Brian Cannon, Texas Tech University Comparing Methods of Obtaining Participation From Difficult-to-Reach Respondents: Susan Banducci, Texas Tech Univ Does Paper Matter for Web Survey Response Rates? Kathy Matthews, Indiana University Mode Differences in a Mail Survey with Phone Follow-up: Cheryl Wiese, Group Health Cooperative
Zuni	Presentations: Languages Facilitator: Anne Mottek-Lucas, Northern Arizona University Challenges of Multi-lingual Mixed-mode Longitudinal Surveys: Maureen Charron, Statistics Canada Lessons Learned from Bilingual Interviewer Selection: Man-chi Mandy Sha, Lauren Doerr, NORC Utility of Conducting Interviews in Multiple Languages on the World Trade Center Health Registry: Suzanne Triplett, RTI
Foyer	Break 10:00-10:30AM

Session 6 (10:30am-11: 45am) Tuesday	
Territorial & Utah	<p>Presentations: CATI Technology Issues Facilitator: Tim Gabel, RTI International</p> <p>Standardizing Blaise Screen Layouts: Carolyn Ulrich, Battelle Memorial Institute Distributed CATI Data Collection-One Size Fits Nobody: Chris Corey & Laural Hill, RAND Digital Audio File Recording in CATI Instruments: Wes Taylor, Jeremy Kraft, & Eric White, University of Wisconsin</p>
California	<p>Presentations: Sample/Case Management Facilitator: Dan Hoyt, University of Nebraska</p> <p>Using Snowball Methodology to Build a National Sampling Frame: Perspectives from the Field: Lori Harmon, Ron Hazen University of Illinois/Chicago Sample Management Systems for the World Trade Center Health Registry: Randolph Lucas, RTI International UM SRC Sample Management System --Surveytrak-- Update: Gina-Qian Cheung, University of Michigan</p>
Prescott	<p>Presentations: Refusal Conversion Facilitator: Steven Coombs, University of Wisconsin</p> <p>Thinking Outside the Box for Refusals: Margaret Hayslip, Battelle Memorial Institute Two Approaches to Refusal Conversion: Vincent Parker, University of Illinois Delinquent vs. Refusal - Need a Different Tactic: Ron Reiersen, Bureau of Labor Statistics</p>
New Mexico	<p>Panel Discussion: Internal Relationships Facilitator: Jill Eckersley, Office for National Statistics, United Kingdom</p> <p>Panelists: Dianne Anderson, Iowa State University; Michelle Henry, University of Akron; Barbara Rater, USDA/NASS; Linda Stork, National Opinion Research Center</p>
Nevada	<p>Panel Discussion: Audio Recording of CAPI Facilitator: David Uglow, RTI International</p> <p>Panelists: Pat Lesho, Battelle Memorial Institute; Andrew Hupp, University of Michigan; Rita Thissen, RTI International</p>
Zuni	<p>Presentations: Questionnaire Development Facilitator: Ian Brodie-Reed, Australian Bureau of Statistics</p> <p>Positive Responses, Negative Explanations: Jon Liroff, National Opinion Research Center When to Say “No” When No Response is Given: Issues in Mail Survey Data Quality: Rose Krebill-Prather, Wash State Univ</p>
Arizona	11:45-1:30 Random Digit Dining Lunch-Please bring your lunch ticket.

Session 7 (1:30pm-2:45pm) Tuesday	
Prescott	<p>Presentations: Web Survey Technologies Facilitator: Shap Wolf, Arizona State University</p> <p>Strategies for Web Enrollment: Tony Gomes, Bureau of Labor Statistics Customizing SPSS mrInterview Using ASP, Visual Basic, and SQL Server: Margaret Ormsby, Battelle Memorial Institute Census Taker Internet Data Collection: Joe Mistichelli, US Bureau of the Census</p>
California	<p>Panel Discussion: Scheduling Call Center Interviewers Facilitator: Vivienne Outlaw, University of Michigan</p> <p>Panelists: Jeanine Christian, Battelle Memorial Institute; Karl Feld, RTI International; Chad Mackinnon, Statistics Canada</p>
Territorial & Utah	<p>Presentations: Longitudinal Sample Retention Facilitator: Barbara Foltz, University of Idaho</p> <p>Reducing Non-Response in Longitudinal Studies: Lessons from the Wisconsin Longitudinal Study: Sarah Pluck, University of Wisconsin Information Systems for Longitudinal Surveys: Rita Thissen, RTI International Longitudinal Retention Rate: 15th Year Update: Kristina Levonyan-Radloff, Iowa State</p>
Nevada	<p>Panel Discussion: Costs Facilitator: Rita Koontz, Washington State University</p> <p>Panelists: Rolfe Carlson, University of Michigan; Peter Mariolis, Centers for Disease Control and Prevention; John Tarnai, Washington State University; Susan Sommers, University of Wisconsin</p>
New Mexico	<p>Roundtable Discussion: Interviewer Recruitment and Retention Facilitator: Co-Facilitators, Rachel Hendy, Office for National Statistics, United Kingdom; Nancy Noedel, Battelle Memorial Institute</p>
Colorado	<p>Presentations: Using Technology for CAPI Facilitator: Diane Burkom, Battelle Memorial Institute</p> <p>CADC CPI Housing Survey: How It Emerged Into an Efficient and Reliable Product: Lisa Hawkins, BLS Quality and Processing of Employer-Generated Lists of Potential Registrants for the World Trade Center Health Registry: Amanda Meehan, RTI International</p>
Foyer	Break 2:45PM-3:15PM

Session 8 (3:15pm-4:30pm) Tuesday

California
Panel Discussion: CATI Call Scheduler
Facilitator: Mike Weeks, RTI International
Panelists: Janice Larson, Iowa State University; Jane Burgess, Statistics Canada; Steve Eissinger, Battelle Memorial Institute

**Territorial
&
Utah**
Presentations: Technology in Survey Operations
Facilitator: Brian Williams, Statistics Canada
How Can we Predict and Plan for Successful Contact Attempts?: Heidi Guyer, University of Michigan
Using Technology to Manage Personal Interview Projects: Brian Hutchison, Pennsylvania State University
Web-based real-time interviewer statistics and feedback: Eric White, University of Wisconsin

New Mexico
Roundtable Discussion: Interviewer Competencies
Facilitator: Peter Batra, Stats New Zealand

Nevada
Panel Discussion: Mixed Mode Data Collection
Facilitator: Joan Cwi, Battelle Memorial Institute
Panelists: Gail Gregory, USDA/National Agricultural Statistics Service; John Tarnai, Washington State University; Linda Stork, National Opinion; Lisa John, Battelle Memorial Institute

Colorado
Presentations: Experiments in RDD
Facilitator: Patty Maher, University of Michigan
The Cost-Effectiveness of Alternative Advance Mailings in a RDD Survey: Larry Hembroff, Michigan State
Pre-incentive Experiment in a Random Digit Dial Telephone Survey: Andrew Hupp, University of Michigan
More Junk Mail or A Foot in the Door?: David Northrup, York University

**Arizona
Ballroom**
Miscellaneous Roundtable Discussions: Eleven different discussions, titles on next page

Location	Session 8 continued (3:15pm-4:30pm) Tuesday
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Miscellaneous Roundtables

Facilitators as noted below:

1. **State Polls:** Yasamin Miller, Cornell University
2. **Public Relations Evaluation Surveys:** Nancy Dickey, USDA/NASS
3. **Managing an Academic Call Center:** Katie Stargardter, University of Connecticut
4. **Tracing in the 21st Century:** Renea Machuga, Battelle Memorial Institute
5. **Beyond a Survey for Data Collection:** Eva Leissou, University of Michigan; Kathy Tiefenwerth, Battelle
6. **What We Learned Calling Cell Phones:** Kelleigh Trepanier, Kennesaw State University; Charlotte Steeh, Georgia St.
7. **Confidentiality & Privacy Risks:** Barbara Simon, Veterans Health Affairs
8. **Mapping and GIS:** Edward English, National Opinion Research Center; Hugh Gladwin, Florida Int'l University
9. **Scanning Issues:** Becky LaJoice, USDA/NASS & Mindy Anderson-Knott, Pennsylvania State University
10. **Interviewing the Homeless:** Isabel Farrar, University of Illinois/Chicago; June Heineman, Wilder Research Center
11. **School Studies:** Ilene Katz Jewell, University of Pittsburgh; Andrea Scott, University of Michigan; Shana Brown
National Opinion Research Center

**Arizona
Ballroom**

Location	<i>BUSINESS MEETING (4:45-5:15PM) Tuesday</i>
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Prescott

***Agenda Items: Organizers for 2005
Site for 2005
Contractors who work for IFD&TC organization
Occasional invitation to not-for-profit guest
Exhibitors
Update on 250 cap on attendance***

WEDNESDAY, May 19, 2004

Sedona/Flagstaff/Payson **Continental Breakfast for all Attendees 7:00am-8:30am**

Location **Session 9 (9:00am-11:00am) Wednesday**

Prescott

Seminar: Tips on Managing a Survey Project

Presenter: Mike Weeks, RTI International

**Arizona
Ballroom**

Seminar: Designing a Web Survey Implementation Strategy

**Presenters: Thom Allen, Washington State University;
Gina-Qian Cheung, University of Michigan;
Eric Peele, RTI International**

**California
&
Nevada**

Seminar: The Strategy of Focus Groups Adding to Your Toolkit for Evaluations and Research

Presenter: Danna Moore, Washington State University

**New Mexico
&
Colorado**

Seminar: Innovations in Training Adult Learners

Presenter: Linda Raudenbush, USDA/NASS

**HAVE A SAFE TRIP HOME AND SEE YOU NEXT YEAR, MAY 15-18, 2005
WYNDHAM MIAMI BEACH RESORT, MIAMI BEACH, FLORIDA**