

MONDAY, May 16, 2005

Sessions **Session 1 (8:45am-10:00am) Monday**

1A *LOCATION: TBA*

Keynote Speaker: Mick Couper, Research Associate Professor in the Survey Research Center, and an Adjunct Associate Professor in the Department of Sociology, both at the University of Michigan. He is also a Research Associate Professor in the Joint Program in Survey Methodology (JPSM).

Facilitator: Tim Gabel, RTI International

MONDAY, May 16, 2005

Sessions Session 2 (10:30am-11:45am) Monday

2A

LOCATION: TBA

Handheld Devices and Mobile Computing

Facilitator: Robie Sangster, Bureau of Labor Statistics

Session focus: As technology affords smaller hardware, data collection in the field should become easier and more efficient. Laptops, handheld computers (HHC) and text messaging are just a few of those tools, but implementing a data collection strategy with mobile computing can be complicated as well as beneficial. These expert presenters will discuss both the complications and the benefits of using mobile technology in the field.

Use of Handheld Computers (HHCs) for 2004 Census Test: Jean Sebold, U. S. Census Bureau

Effectively Using Mobile Technology in the Field: How Interviewers Can Learn to Love Their Laptops: Michael Colicchia, Heather Morrison, NORC

Possible Uses of SMS (text messages system) in Surveys: Vesa Kuusela, Statistics Finland

Field Testing the iPAQ Handheld Computer for In-Person Data Collection: Melissa Helton, RTI International

2B

LOCATION: TBA

Open Source Software Roundtable

Facilitator: Eric White, University of Wisconsin

Session focus: Generally speaking, open source software is software for which the original program instruction, the source code, is made available so that users can access, modify, and redistribute it. The Linux operating system is an example of open source software, as are tools such as MySQL and PHP. The intent of this session is to provide examples and real-world experience on the use of open source software, including discussions of pros/cons, licensing considerations, etc. Those with tales of open source success, horror stories, and the merely curious are encouraged to attend.

MONDAY, May 16, 2005

Sessions **Session 2 (10:30am-11:45am) Monday**

2C

LOCATION: TBA

Creative Approaches to Web Surveys

Facilitator: Tim Triplett, Urban Institute

Session focus: BLS and Census presenters will share lessons learned and innovative strategies for web design and data collection.

Designing web surveys with respondent usability in mind - easy to access, easy to read, understand and complete, plus assurances of data security. **Projects include:** The US Export Price Index, The US Import Price Index, The Current Employment Statistics Program (CES), and the 2007 Economic Census.

Using a Panel of Business Respondents for Gathering Electronic Data Collection Software Requirements: Diane Willimack, U. S. Census Bureau

Help Desk Analysis of Internet Data Reporting: David Ballard, Bureau of Labor Statistics

Lessons Learned from Implementing a Web Survey: Kyle McNally, Bureau of Labor Statistics

2D

LOCATION: TBA

Complications When Collecting Health Data

Facilitator: Mike Massagli, Harvard University

Session focus: Health data, especially when collected in clinical settings, present unique challenges. The presenters will discuss many of these problems including consent, multiple IRBs, HIPAA, talking to gatekeepers, interviewing ill respondents, and placing data collectors into clinics. The discussion will focus on shared problems and possible solutions.

The CHASE Study and HIPAA: Utilizing Gatekeepers When Tracking Study Participants in a Longitudinal Field-based Study of HIV Patients: Dawn Dampier, Battelle Centers for Public Health Research and Evaluation

Challenges in Managing Data Collection at Medical Clinics: Pamela Kaifer, Battelle Centers for Public Health Research and Evaluation

Issues in Epidemiologic and Other Health Surveys: Martha Shrubsole, Vanderbilt University

MONDAY, May 16, 2005

Sessions	Session 2 (10:30am-11:45am) Monday
2E	<p>LOCATION: TBA</p> <p>Gaining Cooperation, Panel Discussion Facilitator: Steve Coombs, University of Wisconsin Session focus: This session will focus on the barriers to cooperation and strategies used to overcome objections to survey participation. Presenters will discuss the unique obstacles faced by sensitive issues, tailoring refusal conversion efforts for types of gatekeepers and respondents, monetary and non-monetary incentives, and how to make your call most effective. Item non-response and item-specific conversion techniques will also be discussed.</p> <p>Panelists: Steve Tourkin, U.S. Census Bureau Lauren Doerr, NORC Lisa Carley-Baxter, RTI International</p>
2F	<p>LOCATION: TBA</p> <p>Management Adaptations Facilitator: Rossana Armson, University of Minnesota Session focus: Managers of survey centers and projects share their survival skills. Centers and projects must adapt as challenges and opportunities arise - organizational structures, staffing models and standard methods of operation adjust to find a niche; scope of work slips and work schedules become compressed while project managers learn to work with clients new to survey research.</p> <p>Extreme Makeover: Staffing, Equipping, and Managing the Mixed Modes: Mary Stutzman, Florida State University Managing a High Risk Study that is Constantly Changing - Challenges and Opportunities in Survey Management: Kathy LaDronka, University of Michigan Staffing Model for a Small Shop: Shirley Huck, Iowa State University Managing Field Managers and Interviewers - Sharing the UK Experience: Pat Mann, Office for National Statistics</p>

MONDAY, May 16, 2005

Sessions **Session 2 (10:30am-11:45am) Monday**

2G

LOCATION: TBA

Identifying and Preventing Falsification

Facilitator: Diane Burkom, Battelle Centers for Public Health Research and Evaluation

Session focus: All survey companies must deal on a regular basis with identifying, preventing, and repairing case and/or data falsification by telephone and field interviewers. The presenters in this session will share the processes successfully used in their shops.

Strategies for Identifying Case Falsifiers in Field Surveys: John Sokolowski, Maureen Bonner and Lisbeth Goble, NORC

Process Improvement Activities for Managing Interviewer Falsification at the U.S. Census Bureau Centralized Telephone Centers:

Pam McGovern, U. S. Census Bureau

ONS Strategies to Prevent, Detect and Deal With Interviewer Falsification: Simon Dunne, Office for National Statistics

MONDAY, May 16, 2005

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

3A

LOCATION: TBA

Small Shop Technology Issues Roundtable

Facilitator: Tom Schnetlage, UC Berkeley

Session focus: If you're dealing with technology in a small shop, you may wake up one morning to discover you are a programmer, a hardware technician and a network administrator all rolled into one. If this sounds like you then you should enjoy this lively roundtable discussion where small shop techs can network and share experiences with others facing similar hurdles.

3B

LOCATION: TBA

Special Purpose Applications in Blaise-based Systems

Facilitator: Han Hölsgens, Statistics Netherlands

Session focus: Blaise is widely used as a tool for implementing computerized questionnaires. Each of the presenters in this session will discuss projects in which Blaise was used, with particular focus on how they implemented special functionality within the Blaise environment.

Integrating External Assessments into a Blaise Questionnaire: Joe Nofziger, RTI International

A Demonstration of an Electronic Approach to Self and Parental Consent Administration: Shonda Kruger-Ndiaye Dave Dybicki, University of Michigan

Issues Implementing Blaise Computerized Instruments in Non-English Languages: Mai Wickelgren, RTI International

3C

LOCATION: TBA

Budgeting Panel Discussion

Facilitator: Rita Koontz, Washington State University

Session focus: Want to have the dollars necessary to do the work requested? Our three experts will give you different scenarios for developing a budget, rebudgeting and a system that tracks effort and turns it into payroll figures. Attend prepared with your questions, there will be plenty of time for discussion.

Panelists: Lisa Kermish, University of California-Berkeley

Danna Moore, Washington State University

Gary Gentry, California Public Health Institute

MONDAY, May 16, 2005

Sessions	Session 3 (1:30pm-2:45pm) Monday
3D	<p>LOCATION: TBA</p> <p>Approaches to Improving Data Quality Facilitator: Joan Cwi, Battelle Centers for Public Health Research and Evaluation Session focus: The presenters in this session will each focus on one aspect of measuring, evaluating and/or improving data quality.</p> <p>Evaluating the Quality of Recall Data as the Recall Period Lengthens: Timothy Triplett, Urban Institute Using CARI as a Validation and Data Quality Tool: Phillip Collins, Battelle Centers for Public Health Research and Evaluation Monitoring Interview Data Quality Using Statistical Decision Models: Jennifer Rosenbaum, University of Michigan</p>
3E	<p>LOCATION: TBA</p> <p>Gaining Community Buy-in for Field Studies Facilitator: Barbara Ward, University of Michigan Session focus: Many challenges are present when data collectors work in the field to collect data from households. This session will focus on ways to improve acceptance of a study within the community.</p> <p>Collaboration Between Local and National Organizations on Neighborhood Survey Research: Cathy Haggerty, NORC Gaining Community Acceptance for Your Face to Face Project: Michele Dreczynski, University of Illinois Overcoming Unique Problems and Situations in Household Recruitment in the Field: Janette MacDonald, Battelle Centers for Public Health Research and Evaluation</p>
3F	<p>LOCATION: TBA</p> <p>Instrument Design Facilitator: Kristin Stettler, U.S. Census Bureau Session focus: Sex, Drugs and Rock 'n Roll! Well almost - designing frank questions about sexuality for older adults, adapting the National Immunization Study for another childhood vaccination survey, and testing the person-based and topic-based design approaches for a web survey.</p> <p>Census Short Form Web Design Decisions and Rationale: Sarah Brady, U. S. Census Bureau Surveying Respondents Aged 57 and Older About Sex: Sara Zuckerbraun, NORC How Complicated Do You Want to Make It? Lessons Learned in Adapting an Existing RDD Survey Instrument: Susan Twiddy, RTI International</p>

MONDAY, May 16, 2005

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

3G

LOCATION: TBA

Small Shop Field Issues Roundtable

Facilitator: Yasamin Miller, Cornell University

Session focus: This session is a year-to-year staple for project managers and supervisors from smaller shops. Be prepared to engage in a thought-provoking discussion lead by Yasamin Miller of Cornell University, a veteran facilitator of this session for the past several years. This session is very popular and we will break into two discussion groups if a larger attendance this year allows for it.

MONDAY, May 16, 2005

Sessions **Session 4 (3:15pm-4:30pm) Monday**

4A *LOCATION: TBA*
Computer Audio Recorded Interviewing (CARI)

Facilitator: Bill Nicholls, U.S. Census Bureau, Emeritus

Session focus: CARI has gained some degree of popularity in recent years as a quality control methodology for field surveys. This technical session will present details on how this approach has been implemented by different organizations, and will provide lessons learned and technical advice regarding CARI implementation.

Web-based Computer Audio Recorded Interview (Web CARI): R. Suresh, RTI International

Implementing Audio Recording Technologies: Donna Little, John Krisch, Battelle Centers for Public Health Research and Evaluation

Digitally Recorded Interviews: Shonda Kruger-Ndiaye, University of Michigan

Bringing Computer Audio Recorded Interviewing (CARI) to Actuality: Mike Haas, Cheryl Landman, U. S. Census Bureau

4B *LOCATION: TBA*

Data Entry, Editing, and Coding Systems

Facilitator: John Kennedy, Indiana University

Session focus: Everyone wants a clean dataset for their project's final product, but getting to "clean" can be both risky and time consuming. The presenters will offer guidelines, demonstrations and some trade-offs with data coding and cleaning.

Incorporating Data Edits in Electronic Surveys: Guidelines, Issues and Experience: Diane Willimack, U. S. Census Bureau

Design Considerations for Data Quality in Data Entry Systems: Magdalena Daniels, RTI International

Web-based Data Coding and Cleaning: Jeremy Iverson, University of Wisconsin-Madison

Web-Enabled Coding Procedures in the National Survey on Drug Use and Health: Wafa Handley, RTI International

4C *LOCATION: TBA*

Increasing Web Response Rates Through Prompting

Facilitator: Donna Jewell, RTI International

Session focus: As more studies are using the web for data collection, interests are turning to ways to improve response. E-mails and telephone calls are being used to prompt respondents. The presenters in this session will explain the success of using prompts and the difficulties encountered.

Examining the Effectiveness of Telephone Prompting in Increasing Self-Administered Web Participation: Jeff Franklin, RTI International

Prompting Efforts to Raise Response Rates for a Web-Based Survey: Maggie Parker, Lekha Venkataraman, NORC

The Effectiveness of E-mail in Obtaining Respondents for Web-based Surveys: Donna Jewell, RTI International

MONDAY, May 16, 2005

Sessions	Session 4 (3:15pm-4:30pm) Monday
4D	<p>LOCATION: TBA</p> <p>Sampling Options</p> <p>Facilitator: John Tarnai, Washington State University</p> <p>Session focus: A variety of sampling methods are available for surveys, including random digit dialing (RDD), list-based selection, area-probability selection, records searches, and judgment samples. This session presents the results of comparing some of these different methods on response rates, costs, and respondent characteristics. Also discussed are new ideas in sampling different populations.</p> <p>The Case of RDD v Listed: Stacia Jorgensen, University of Nebraska</p> <p>Assessing the Cost Effectiveness of Four Data Collection Modes for Childhood Lead Poisoning Screening: Jacqueline Hayes, University of California at Berkeley</p> <p>Field Sampling Issues: Judy Perlman, RAND</p>
4E	<p>LOCATION: TBA</p> <p>Collecting Biologic Data (Field and Mail Studies)</p> <p>Facilitator: Angela Jaszczak, NORC</p> <p>Session focus: Strategies for managing the collection of health survey and biologic specimen data in the field (medical and dental exams, height, blood pressure, saliva, blood spots, a five-vial blood draw, Mantoux TB test) and through the mail (A1c blood test for diabetes).</p> <p>Managing Complex Field Data Collection: Coordinating in-home collection of Survey Data, Medical and Dental Exams, and Biospecimens: Gina Kilpatrick, RTI International</p> <p>Lessons From the Field: Strategies for Managing the Collection of Biologic Data in a Population-based Survey.: Angela Jaszczak, NORC at the University of Chicago</p> <p>Recruiting and Training Interviewers to Collect Biological Data: Katie Lundeen, NORC</p>
4F	<p>LOCATION: TBA</p> <p>Innovative Ways to Attract New Clients Roundtable</p> <p>Facilitator: Michelle Henry, University of Akron and Nancy Bannister, Indiana University</p> <p>Session focus: Need another way to market your services to clients? Both of these experienced facilitators will lead a discussion on various avenues to do just that. They will share their experiences and please bring your ideas to share with the group.</p>

MONDAY, May 16, 2005

Sessions **Session 4 (3:15pm-4:30pm) Monday**

4G

LOCATION: TBA

Interviewer Training Roundtable

Facilitator: Lisa Carley-Baxter, RTI International & Katie Welch and Heather Morrison, NORC

Session focus: The roundtable facilitators have had experience creating successful modular training programs and using training evaluations to predict interviewer performance. They will share their successes with the roundtable participants and lead a discussion about concerns and successes that others have experienced.

TUESDAY, May 17, 2005

Sessions **Session 5 (8:45am-10:00am) Tuesday**

5A

LOCATION: TBA

True Confessions -- I'll Never Do It This Way Again

Facilitator: Kevin Tharp, Indiana University

Session focus: This will be a new format for IFD&TC. We often hear at conferences about the success stories. This is your opportunity to hear about (and hopefully tell) some of the less successful experiences. 10-12 speakers will each have a maximum of 5 minutes to relate a "painful lesson learned" regarding a technical implementation fiasco, unfortunate choice/decision, or other otherwise semi-embarrassing experience from the field of survey implementation. The goal is to let others benefit from a hard lesson learned. At the end of the session, audience members will vote on which presenter provided the most valuable "voice of experience". Open call for participants -- contact Kevin Tharp to participate as a speaker. [kwtharp@indiana.edu]

5B

LOCATION: TBA

Global Positioning Systems in Survey Applications

Facilitator: Wayne Hatcher, U.S. Census Bureau

Session focus: The use of Global Positioning Systems has truly become a powerful tool for data collectors in the field. Whether tracking down addresses without house numbers, updating maps or cataloging crop fields GPS is invaluable to the field researcher. In this session, the presenters will explain and demonstrate how GPS has helped in their data collection efforts.

Using Global Positioning System Handheld Receivers to Obtain the Location of Specific Crop Fields: Michael Gerling, USDA-NASS

Using Global Positioning Systems (GPS) for the 2010 Census: Karen Medina, U.S. Census Bureau

Using GPS Receivers as Tools to Facilitate Interviewing in Rural Environments: Technical and Training Issues: Ned English, Lisbeth Goble, NORC

TUESDAY, May 17, 2005

Sessions **Session 5 (8:45am-10:00am) Tuesday**

5C *LOCATION: TBA*
Designing Advance Materials
Facilitator: Christie Storey, Kennesaw State University

Session focus: Advance and pre-notification materials sent to potential respondents before being surveyed either by phone or by mail can have a significant impact on the response rate of any survey. Presenters evaluate the intent, content and design of their advance materials and report on the effects on their survey research studies.

Revising the American Time Use Survey Advance Materials: Grace O'Neill, Bureau of Labor Statistics

The Merits of Pre-Contacting Respondents: Michael Sigouin, Statistics Canada

5D *LOCATION: TBA*
Demographic Matching of Interviewers and Respondents (Field and Telephone Studies)
Facilitator: Heidi Guyer, University of Michigan

Session focus: Revisiting the practice of demographic matching. Research literature tells us that interviewers have a better chance of completing an interview when interviewer demographics match those of the respondent. Is this still true for field studies? Does the perception of demographic matching make a difference on data quality and response rates for phone studies? Data from the Arrestee Drug Abuse Monitoring (ADAM) Program, the Making Connections Project, and an annual racial attitudes telephone survey.

Survey Match-making: Reducing Measurement Error by Race-Matching Respondents and Interviewers in an Annual Racial Attitudes Survey: Cindy Boland-Perez, University of Arkansas at Little Rock

Looking at Race and Sex of Respondent & Interviewer in Low-Income Communities: Christine Carr, NORC

Age, Gender, Race, and Experience: How Interviewer Characteristics Relate to Participation in Survey Research: James Carr, NORC

TUESDAY, May 17, 2005

Sessions **Session 5 (8:45am-10:00am) Tuesday**

5E

LOCATION: TBA

Tracing the Hard-to-Locate

Facilitator: Madonna Camel, University of California-Berkeley

Session focus: Every study has 'em - here's how to find 'em! Presenters will discuss locating and tracing challenges, the impact of tracing on response rates, the costs of various tracing resources, helpful reports, interviewer traits, longitudinal study tracking tips, and the concept of "interactive" tracing.

Intensive Tracing Related to the Panel Maintenance of Longitudinal Survey Samples: Timothy Nesius, RTI International

Tracing Effort & Outcomes for a Hard-to-Locate Population – Chevy or Cadillac Tracing?: Renea Machuga, Battelle Centers for Public Health Research and Evaluation

Tracking and Locating Homeless Veterans, Tips Learned Through a Longitudinal Survey: Rick Garvey, RAND

5F

LOCATION: TBA

Centralizing/Decentralizing Operations?

Facilitator: Lesli Scott, University of Michigan

Session focus: While some shops are moving to fewer locations with centralized operations, others are decentralizing into regional facilities. The presenters in this session will share the advantages and disadvantages of both designs.

Gaining Efficiencies Through More Centralized Survey Operations: Barbara Rater, USDA/National Agricultural Statistics Service

Establishing a New Data Collection Model at the Office for National Statistics: Guy Goodwin, Office for National Statistics

5G

LOCATION: TBA

Supplementing Web Surveys with Another Mode

Facilitator: Mindy Anderson-Knott, Pennsylvania State University

Session focus: We are all feeling the pressure to add Web surveys to our repertoire. How well does a Web survey perform when a study uses it as one mode in a multi-mode design? Come and hear about Web & Fax, Web & Mail, and Web & In-person (CAPI/CASI) studies.

Conducting the 2004 National Kidney Disease Education Program (NKDEP) Follow-Up Study: Lessons in a Dual Web-Fax Approach to Data Collection: Jim Bason, University of Georgia

A Survey of Teachers: Comparing Web and Mail Survey Modes: Megan Baldwin, University of Washington

Comparison of Web-Based & In-Person Survey Modes with 18 Year Olds: Gina Marchesini, University of Washington

TUESDAY, May 17, 2005

Sessions **Session 6 (10:30am-11:45am) Tuesday**

6A

LOCATION: TBA

Man/Person vs. Machine

Facilitator: Bill Mockovak, Bureau of Labor Statistics

Session focus: If the movie "I Robot" made you nervous or reading "Brave New World" made you squirm then this session may not be for you. The presenters will discuss experimental results in which human performance is measured against computed algorithms used to track and predict response rates, code call dispositions and manage telephone sample.

Who's Smarter, Interviewers or Computers? A Comparison of Interviewer-Entered and System-Applied Dispositions on a Large RDD Study: Angela DeBello, Cynthia Howes, NORC

Automated CATI Call Scheduling vs. Human Sample Management: A Comparison of Outcomes: Lloyd Hemingway, University of Michigan

Designing a Sample Monitoring System for Large-Scale RDD Studies: Stephanie Eckman, Steven Stanford, NORC

6B

LOCATION: TBA

Web-based Applications: Moving Beyond Questionnaires

Facilitator: James Holmes, U.S. Census Bureau

Session focus: Web-enabled surveys have become fairly routine for most survey organizations. In this session, presenters will discuss other ways in which they are incorporating web-based technologies into their survey operations.

Web-based CATI Interviewing System: R. Suresh, RTI International

Online Data Documentation, Distribution, and Analysis: Jeremy Iverson, University of Wisconsin-Madison

Cross-Organizational Collaboration Using Web Based Technologies: Sridevi Sattaluri, RTI International

Client Relations -- Online Reporting of Study Progress: Betsy Jane Blunsdon, Ken Reed, Deakin University

TUESDAY, May 17, 2005

Sessions	Session 6 (10:30am-11:45am) Tuesday
6C	<p><i>LOCATION: TBA</i></p> <p>Expanding the Role of the Interviewer Facilitator: Barbara Foltz, University of Idaho Session focus: Can interviewers be used effectively to perform tasks other than data collection? What are the pros and cons of this approach? Presenters will share their experiences using interviewers for data entry, survey construction, sampling, and reporting.</p> <p>Data Collection and Computer-Assisted Data Entry: Can Data Collectors Do Both?: Mandy Sha, NORC Cross-Training and Data Quality: A Case Study in Introducing a Multi-Mode Longitudinal Study: Lisa Klein, Sarah Pluck, University of Wisconsin Interviewers Involvement in Survey Quality: Kristi Hagen and Anne Mottek-Lucas, Northern Arizona University</p>
6D	<p><i>LOCATION: TBA</i></p> <p>Hiring, Training and Evaluating Supervisors Facilitator: Linda Stork, NORC Session focus: Focus on the phone, but insight for the field. Selecting the best from a pool of applicants; providing a training program that goes beyond policies and procedures to teach supervisors how to communicate with interviewers; evaluating supervisor performance based on interviewer metrics.</p> <p>Supervisor Training- Communicating with Interviewers: Michele Henry, University of Akron Supervisor Metrics: Grant Benson, University of Michigan Creative Recruiting Efforts: Tiffani Balok, NORC</p>
6E	<p><i>LOCATION: TBA</i></p> <p>Performance Measures Facilitator: Mike Maydan, Statistics Canada Session focus: A great session for managers! Measuring study progress, designing reports for managers and clients, controlling costs, examining patterns of interviewer effort to identify areas of efficiency and inefficiency, and standardized monthly evaluations for interviewers.</p> <p>Communicating Performance Information in a Useful Manner: Doug Kleweno, USDA/National Agricultural Statistics Service Analysis of Interviewer Time and Effort Across 30 Social Survey Cycles of Longitudinal and RDD Surveys at Statistics Canada: Judy Lee, Statistics Canada Standardized Evaluations for Telephone Interviewers: Amanda Barna, University of Akron</p>

TUESDAY, May 17, 2005

Sessions **Session 6 (10:30am-11:45am) Tuesday**

6F

LOCATION: TBA

Mobile Phone Roundtable

Facilitator: Kelleigh Trepanier, Kennesaw State University

Session focus: As more and more respondents are using mobile phones as their primary, or even only, telephone, it is important to understand the population of mobile phone users and the regulations that must be followed when contacting them. Even the approach you take in interviewing mobile phone users (such as the number of calls you make and how you present an incentive) must now change. The facilitators will lead a discussion around these issues.

6G

LOCATION: TBA

Longitudinal Studies Roundtable

Facilitator: Jenny Bandyk, University of Michigan and Jennifer Ensley, Iowa State University

Session focus: How do you keep track of respondents year after year? How do you maintain participant interest in research especially with longitudinal studies? The facilitators have experience and ideas to share and hope to encourage audience discussion relevant to innovative ideas on maintaining respondent participation. Most of the session will be a discussion on what works or worked, challenges, and lessons learned related to variety of mini-topics such as building relationships with respondents, tracking respondents, as well as issues related to mailings and telephone contacts/attempts.

TUESDAY, May 17, 2005

Sessions **Session 7 (1:30pm-3:30pm) Tuesday**

TUESDAY, May 17, 2005

Sessions	Session 7 (1:30pm-3:30pm) Tuesday
7A	<p><i>LOCATION: TBA</i></p> <p>Database Architecture and Design Workshop Facilitator: George Grubbs, RTI International Session focus: George Grubbs, a senior data warehousing architect from RTI International, will teach a 2-hour workshop in practical issues in database design. It will cover best practices in the database design process, and will cover both relational database design and dimensional data warehouse design. A real-world example will be used to illustrate design principles. It is intended for audiences with a basic understanding of databases and familiarity with database terminology.</p>
7B	<p><i>LOCATION: TBA</i></p> <p>Introduction to Survey Quality Workshop Facilitator: Lars Lyberg with Sara Hoff, Statistics Sweden Session focus: Well published, survey quality expert, Lars Lyberg will teach this workshop that will span a range of topics dealing with the quality of data collected through the survey process. The workshop begins with a discussion of total survey error and its relationship to survey costs and provides a number of measurements of quality that will be used throughout the workshop. Lars will also discuss in detail the major sources of survey error. This workshop will definitely give you a better understanding of the concepts of survey data quality.</p>
7C	<p><i>LOCATION: TBA</i></p> <p>Client Relations Workshop: Setting the Groundwork for Project Success Facilitator: Jaana Myllyluoma and Jeanine Christian, Battelle Centers for Public Health Research and Evaluation Session focus: This workshop will provide client management tools, ideas and insights that can be used to build and sustain successful client relationships throughout the entire project life cycle. Take home tools will include a Client Interview Form to guide the development of the scope of work; sample financial and progress reports; and Do's and Don'ts on how to manage scope creep.</p>

TUESDAY, May 17, 2005

Sessions **Session 7 (1:30pm-3:30pm) Tuesday**

7D

LOCATION: TBA

Experiential Learning: Theory and Application of Games in Adult Learning

Facilitator: Linda Raudenbush, USDA/National Agricultural Statistics Service

Session focus: What organization wouldn't benefit from innovative ways to teach and motivate employees? Well "Linda" is back, full of energy and with a whole new bag of techniques to help. The workshop will include: Learning theory, customizing to your audience, games, game design, resources and application. Suitable for interviewers, supervisors, any adult learner.

TUESDAY, May 17, 2005

Sessions	Session 8 (3:30pm-4:45pm) Tuesday
8A	<p>LOCATION: TBA</p> <p>Table-Top Demonstrations</p> <p>Facilitator: Thom Allen, Washington State University</p> <p>Session focus: This is a new concept for the conference this year. A smorgasbord of demonstrations, informal presentations and hands-on testing will be made available at various tables throughout the hotel ballroom. Interviewer training techniques, examples of using XML and other web technologies, tips for database management and much more will be on display. Browse the booths at your leisure and afternoon snacks will be provided.</p> <p>New Interviewer Training: Amanda Barna, University of Akron</p> <p>XML and Data Exchange: Betsy Jane Blunsdon, Deakin University</p> <p>The Census Taker System: David Raszewski, U. S. Census Bureau</p> <p>Maintaining High Quality Tracking Databases: Tips and Techniques: Lisa John, Battelle</p> <p>Using Access Databases to Facilitate Instrument Testing: Lisa John, Battelle</p> <p>Outbound Calling System: David Hackbarth, U. S. Census Bureau</p> <p>Changing the Monitoring Culture: Gary Gentry,</p>

WEDNESDAY, May 18, 2005

Sessions **Session 9 (8:30am-10:30am) Wednesday**

9A ***LOCATION: TBA***
CATI Scheduler
Facilitator: Thom Allen, Washington State University

Session focus: In this session, the presenters will discuss in detail the important and oftentimes overlooked considerations when developing or fine tuning your CATI call scheduler. A system will be demonstrated for administering and managing CATI cases over the Web and techniques for adapting the Blaise call scheduler will also be shown.

Adapting Blaise Call Scheduler to Your Needs: Luc Tremblay, Statistics Canada

Using Life Cycles Stages in Scheduling: Jenny Kelly, NORC

Web-based CATI Case Management System: R. Suresh, RTI International

9B ***LOCATION: TBA***
Emerging Technologies Panel Discussion

Facilitator: Tim Gabel, RTI International

Session focus: This moderated panel discussion will include several senior technologists from the survey field, talking about the current and future use of emerging technologies within our field. The session will include brief presentations from each panelist, followed by a moderated discussion among the panel and an open Q&A with the audience.

Panelists: Bill Connett, University of Michigan
Cheryl Landman, U.S. Census Bureau
Tom Schnetlage, University of California-Berkeley
George Grubbs, RTI International

WEDNESDAY, May 18, 2005

Sessions	Session 9 (8:30am-10:30am) Wednesday
9C	<p><i>LOCATION: TBA</i></p> <p>Tackling Non-Response Facilitator: Missy Koppelman, NORC Session focus: Presenters will share their experiences in overcoming issues of non-response in web, CATI, longitudinal and field studies. Is there anything we can do besides more contacts and more money? Bring your questions and hear what others are finding to be successful approaches to this perennial problem.</p> <p>Administering Surveys on the Internet: Sam Best, University of Connecticut Contact Strategies and Respondent Participation in the National Health Interview Survey: Analysis of Verbatim Fields from the NHIS Contact History Instrument, 2004: Beth Taylor, Centers for Disease Control and Prevention Reducing Non-response in Longitudinal Studies: What Can We Do Instead of Increasing the Size of the Incentives: Kelly Elver, University of Wisconsin Increasing Response Rate Through Incentives: Julia Anderson, Group Health Cooperative Response Rates and Call Strategies: Cynthia Howes, Angela DeBello, NORC</p>
9D	<p><i>LOCATION: TBA</i></p> <p>The Artful Management of Staff Panel Discussion Facilitator: John Stevenson, University of Wisconsin Session focus: Everyone wants to learn new ways to develop a happy, positive, and productive work environment. Come and hear our panelists discuss ways to motivate and show appreciation for good interviewers along with ways to cultivate and guide struggling interviewers; the managerial challenges and protocol changes that must be made to maintain data quality in an expanding academic environment; and how mentoring enhances both the individuals and the organizations they represent. Our group discussion will raise many suggestions for participants and also allow participants to learn from each other's mistakes.</p> <p>Panelists: Libby Wagner, University of Alabama-Birmingham Bob Lee, University of California-Berkeley Steve Coombs, University of Wisconsin Cheryl Wiese, Group Health Cooperative Richard Blass, U.S. Census Bureau</p>