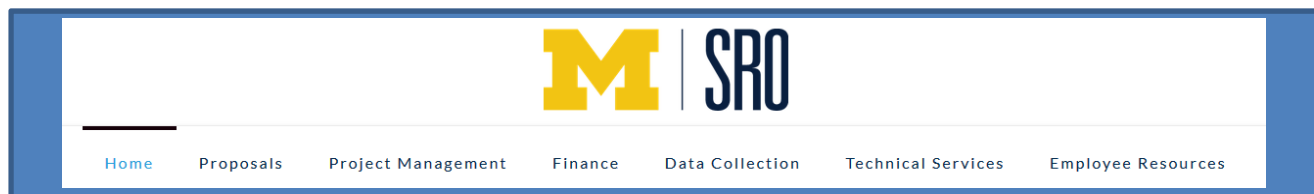


## Happening in SRO

You can find this "Happening in SRO" and all similar newsletters on the new SRO Intranet Home Page, located at: <http://isr-wp.isr.umich.edu/srointranet/> under Recent News.



### Key Activities Happening in SRO in Early 2016: Update

In the December issue of "Happening in SRO", we outlined some of the activities that are scheduled to take place during the first few months of the new year which would affect many of our staff members. Here we provide a bit more context on the significant body of work ahead of us.

Activities related to the **2016 Health and Retirement Study (HRS)**, which launches its thirteenth wave of data collection in February, will probably have the most impact on staff. This wave includes a screening and baseline interviewing component to add a new age cohort, the Late Baby Boomers (those born between 1960 and 1965), as well as interviewing our panel sample. In addition, a study of cognition with HRS respondents will begin in April and run concurrently with HRS main data collection.

The first training is for the HRS team leaders and production coordinators. This training is taking place January 11-15 in San Diego and includes two days of Foundations of Leadership for new team leaders and three days of study-specific training for all field supervisory staff. HRS has three production coordinators and twenty team leaders this wave.

The HRS New Cohort interviewer training will take place February 10-19, which includes two days of General Interviewer Training, seven days of study-specific training, and one day of training for bilingual interviewers. A total of 185 interviewers will be trained, with the majority being new hires. Training will take place at the Detroit Marriott at the Renaissance Center.

The HRS Panel training for SSL interviewers will be held March 7-9 in the Perry Building. Approximately 35 interviewers (both on-staff and new hires) will be trained.

The HRS Panel training for field staff will be conducted April 17-25, which includes two days of General Interviewer Training, six days of study-specific training, and one day of training for bilingual interviewers. Approximately 100 interviewers will be trained, with the majority being on-staffers. Training will take place at the Detroit Marriott at the Renaissance Center.

Training for the Cognition study, the **Harmonized Cognitive Assessment Protocol (HCAP)**, will follow the panel training for field staff. It is scheduled for April 25-27 with a small field staff of 33 new interviewers; another 20 interviewers will be trained at a later date (TBD). The April training will also take place at the Detroit Marriott at the Renaissance Center. In preparation for production, a small pretest will be conducted with 10 experienced interviewers/team leaders, January 19-21, at ISR-Thompson.

In addition to the HRS trainings and project launch, we certainly have other projects that train and launch these next 3-4 months. For trainings taking place during this first quarter of 2016, please see the Key Production Support Dates on the SRO Intranet. (See the exact location of this information in the illustration on the next page.)

Recent News		Upcoming Events	
CRS Data Updated	Jan. 8	ISR Diversity Lunch Town Hall	Jan. 26 (rsvp req'd)
Key Production Support Dates	Jan. 14		
Happening in SRO Newsletter	Dec. 18		

### Survey Services Lab News

The SSL is "hopping" as well – they are conducting interviews on various studies AND spending a lot of effort recruiting new interviewers for upcoming projects. Below we highlight some of these key projects and activities:

The **Monitoring the Future (MTF)** winter locating effort, is training 20 interviewers and 4 team leaders January 13 at ISR-Thompson. The MTF Base Year training for 60 interviewers and 4 team leaders will be conducted by conference call and WizIQ.

The **MTF Tablet Pilot #2** will train 7 on-staff MTF field researchers early April via conference call and WizIQ.

**Army STARRS-LS.** The important research conducted from 2009 to 2015 under Army STARRS will continue for another five years through the Study to Assess Risk and Resilience in Servicemembers - Longitudinal Study (STARRS-LS). Data collection will be via web with telephone follow-up beginning early summer 2016. In preparation for production, STARRS-LS pilot data collection began in fall 2015 online and in the SSL. The pilot has been challenging and exciting, using two new tools: Blaise 5 and MSMS. Further development of both Blaise 5 and MSMS -- as well as the integration of the two -- will continue as we prepare for production, including the development of a mobile-friendly questionnaire. The STARRS-LS data collection will attempt to follow up with over 70,000 Soldiers twice over the coming four years.

**PSID Wellbeing study.** This is a self-administered web and PAPI study similar to 2014's PSID Childhood Experiences. The sample is comprised of approximately 10,000 PSID respondents and their spouse/partners. Data collection is planned for mid-March through June. The respondent contact protocol will feature mailings and e-mail and telephone reminders. Reminder calling will occur in several rounds (e.g. a single contact attempts on certain weeks and multiple attempts on others). SSL staff will be involved in a variety of tasks on the project including toll-free support, bulk mailings, reminder calling and PAPI data entry.

**PSID All Stars study.** This is phase 2 of the conversion of the PSID core instrument to a self-administered web version. The sample will be comprised of approximately 1,000 respondents who, at the end of the PSID Wellbeing survey, indicate willingness to complete the All Stars survey in this web test (the most helpful "All Star" respondents). The goal is to obtain 750 completed surveys. Data collection is planned for mid-May through mid-July. Respondents will be contacted via mail. And while there will not be any CATI interviewing or reminder calling, SSL staff will be involved in toll-free support and bulk mailings.

**SCA.** The Michigan Surveys of Consumers (SCA) is about to implement some significant changes. The study, which is now in the midst of its 70th year of data collection, is planning to increase the number of telephone surveys it conducts by 20%, from 500 to 600 each month. This change is anticipated to occur in the second quarter of the calendar year, presuming the study is able to increase its team of interviewers to the desired level by that point. This will coincide with SCA's annual work with Survey Methodology Program Practicum students, who annually are trained in SCA procedures and spend time in the SSL interviewing and doing quality control tasks.

### Staffing up in the SSL:

The SSL is very busy hiring telephone interviewers to work on the studies listed above as well as several others.

Since September 1, 2015, we have hired and trained 25 new staff members and about a half dozen former interviewers who have returned to work in the lab following extended absences. A recent local area market analysis prompted us to raise our hiring rate from \$11 to \$13.25 so we will continue to attract high quality employees. **If you know of someone who is good at persuading people to complete interviews over the telephone, please refer them!**

- For a complete description of the phone interviewer job: <https://recruit.isr.umich.edu/Phone.aspx>
- For a description of the studies for which we are hiring and how to apply: <https://recruit.isr.umich.edu/JobDetail.aspx?RecruitId=221>

Because we need up to 40 additional interviewers by mid-March, we will be contracting with [Headway Workforce Solutions](#) to provide recruitment services for HRS2016. We will continue to recruit using our traditional methods as well.

In addition to interviewers, because of the volume of non-interviewing work the SSL is contracted to perform, we have been recruiting data entry specialists and administrative assistants using U-M Temp services to complete logging, data entry, transcription, mail assembly, etc. We are pleased to have Rini Parekh and Derek Dubuque on board, and we are still searching for 2-3 additional full-time staff to meet our production obligations and goals.

We are all very busy, and we hope having these details gives you a better glimpse into the daily work activities of your teammates, colleagues!

## **Tenrox (Ryan Neice & Barb Ward)**

After a long procurement process and several rounds of planning, we can now announce that January 25, 2016 will be the Go-Live date for our new Tenrox upgrade. Per our communication in the fall to the project management teams, we completed the user interface design and defined the data structures. We were successful in eliminating customizations in the old system, as well as building in several behind-the-scenes efficiencies. We have now completed Go-Live ready testing in all of the components of the Tenrox system, including the interface, production reporting, and payroll. Tenrox/SurveyTrak reporting should be seamless and will continue to be drawn from data in the SRO Finance System.

Prior to the launch of the new system, on-staff interviewers will be asked to review a 30-minute MOODLE training. Feedback from Field users has been very positive, and most users have been able to use the system with minimal training. New users will receive hands-on training in their respective GIT trainings beginning in February 2016.

Many thanks to the Tenrox implementation team for this complex and concerted effort!

## **From the Archive (Kelly Chatain)**

In his 1949 State of the Union address, President Truman said that the housing shortage in the U.S. “continues to be acute” and he called once again for more research on the situation<sup>1</sup>. New homes built in that era were trending towards fewer rooms, one story instead of two, and increasingly lacked a basement, but the shortage of available homes obscured the reasons for purchase as well as the level of satisfaction with the home. What kinds of people were buying houses and why? Were these new building trends working out for the home owners? Conducting face-to-face interviews was the only way to find out. The recently organized Housing and Home Finance Agency contracted with the Survey Research Center to help gain a better understanding of what they called one of the “fundamental economic processes” in America.<sup>2</sup>

The objectives:

1. Find out how houses can be built in the future to better serve the needs and desires of the occupants.
2. Determine how people decide to buy a particular house and what factors affect their decisions.

The sample was comprised of home owners who lived in a house that they had recently purchased in a community with a population greater than 2500. Interviewers were sent a list of records pulled from deed registrations. They then proceeded with the time-consuming process of determining whether or not the house was owner-occupied. The most reliable way to determine this was to find out if the individual had recently moved. Interviewers were instructed to use old telephone directories to compare addresses, call Information Service, use city directories, and even call the local utility company. Apparently, in 1950, utility companies had no problem with telling someone where a person was receiving service. Calling the individual directly was a last resort. The desired interview was with both the husband and wife together because it was assumed the

---

<sup>1</sup> “Annual Message to the Congress on the State of the Union”, The American Presidency Project, <http://www.presidency.ucsb.edu/ws/index.php?pid=13293> accessed on January 18, 2016

<sup>2</sup> “Factors Affecting Home Purchases: Instructions for Interviewing”, SRO Archive, Project 84

husband generally knew more about the finances while the wife better understood the usage of the house. Interviewers were instructed to probe fully for the 'why' of things.<sup>3</sup>

The study found that the top four reasons for moving were physical inadequacy of previous dwelling, a forced move due to a job change, eviction, or loss of housing, a recent change in family size, and attaining the ideal of home ownership. One third of homebuyers were under 35, and a majority of those were veterans. Sixty-two percent of homes were purchased for between \$5,000 and \$15,000 (\$50,000-\$150,000 in 2015). Fifty-four percent had never owned a home before. The vast majority of homes were mortgaged, half of which were through the VA and FHA, with a noted difference in duration. The average mortgage length was 20 years, but more low income purchasers had to take a term of 10 years or less due to concerns from the lenders about payment.

While many respondents stated that their living situation had improved with the new home, it didn't necessarily mean that their 'wants' had been met. In addition to reporting the financial situation of new homebuyers, the Pls made the following recommendations to the project sponsors for new construction:

- Provide separate areas to eat, not just the kitchen or dinette
- Include basements and more bedrooms
- Provide overall better arrangement of rooms, such as more privacy for bedrooms and bathrooms
- Houses need to be cheaper. Respondents preferred brick to other materials, but were much less concerned with construction techniques than with the arrangement of space.
- Though peripheral to the study objectives, the Pls noted the importance of location in the purchase of a home. In fact, 38% mentioned location on their list of 'wants' in a house, the most requested in the study.<sup>4</sup>

The Details:

"Relevant Considerations in Recent House Purchases"

Directed by George Katona

985 interviews(261 husband and wife, 525 wife, 164 husband, 35 other)

Data collection in November and December 1950.

Sponsored by Housing and Home Finance Agency

Excerpt from questionnaire

#### Usage of space and satisfaction

Now there are certain things like eating, doing the laundry, and storing things that everybody does. We are interested in how the houses people buy can be used for these things.

22. Where do you usually eat your meals? \_\_\_\_\_

22a. Do you eat all of them there? \_\_\_\_\_

22b. (If no) Where else do you eat your meals? \_\_\_\_\_

22c. Is this the arrangement you people like best or would you prefer some other? \_\_\_\_\_

22d. Why (do) would you like this arrangement? \_\_\_\_\_

<sup>3</sup> Ibid

<sup>4</sup> "Relevant Considerations in Recent House Purchases: From a Report by the Survey Research Center", SRO Archive, Project 84