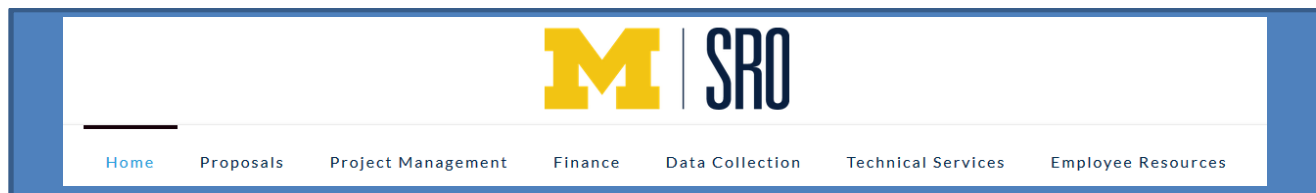


## Happening in SRO

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.



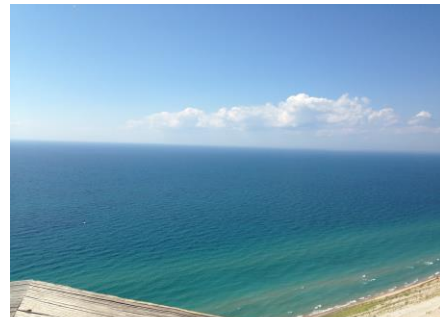
### Summer is Here... and is Speeding Along!

Summer is in full swing. I hope you and your families have time together to celebrate this great time of year, and to create some fun memories. However you spend your summer vacation – I hope you are safe if you travel or are near-by.

In the early fall, we will review the UM Holiday Calendar and SRO Closure Days and send out an announcement to everyone.

In the meantime, enjoy the warm months ahead.

Best Regards,  
Patty



### SRO All Staff Meeting Follow-up (Gregg Peterson)

On June 10<sup>th</sup>, SRO held an All Staff meeting at the Union, featuring a poster session, scavenger hunt, and a guest speaker, Ari Weinzwieg, from Zingerman's. We asked for your feedback following the meeting and 83 of you responded. Overall there was a 57% response rate. (We can do better, team! ☺). Of those responding, 65 attended in-person, 5 remotely, and 13 were unable to attend.

The overall feedback from those attending was quite positive, with more than half indicating you were “very satisfied” (52%), up slightly from the previous meeting's 49% “very satisfied”.

- *“Entertaining and informative”*
- *“The best All Staff meeting I ever attended”*

There were dozens of positive comments (and very few negative ones) about the guest speaker and the poster session. There were several positive comments about the lunch. People seemed to really appreciate having a choice.

#### Outside Speaker

With regard to the talk by Ari, we particularly liked getting an outside perspective on business.

- *“It was refreshing to hear something other than our internal business for a change.”*
- *“From my perspective, and others who have shared with me, it was beneficial to have someone from outside SRO.”*

Many also commented that they were surprisingly engaged and liked that his ideas could be used both at SRO and in their personal lives, and that he focused on creating a positive and supporting work environment.

- *“Ari afforded the audience the opportunity to think of our own lives in a larger context, while still bringing many of his points to bear on the history and mission of ISR.”*
- *“I really like the theme of treating everyone as a customer, even people who work for you. He got some important messages across in an entertaining way.”*

Several of you indicated the importance of practicing more of what we learned, and learning to apply these ideas in our own work culture. A few of you expressed skepticism that this would ever happen.

### **Poster Session**

We received many positive comments about the poster session. Most notably, we liked how the activity combined an opportunity to learn, to move around, to meet people and to interact. There was also a lot of appreciation expressed for the effort and care that went in to creating the posters.

- *"I think that the idea to set it up around the space, making people walk around and socialize with others in order to gain the needed information, AND the added fun of a "scavenger hunt"-style event were brilliant, motivating, and fun! This fun aspect reinforced the learning of reading the terrific posters that people clearly put a lot of work and thought into!"*

### **What We Can Do Better On - Future Meetings**

With regard to the goal of keeping you informed about what's happening at SRO, only ¼ of you thought we did an "Excellent" job (a "5"). This was down slightly from the previous meeting where 31% said we did an excellent job. While the poster session was widely enjoyed, several comments indicated it was not a substitute for hearing directly from SRO's leaders about the state of SRO or about current and future projects in the pipeline.

This comment was typical:

- *"I enjoyed the poster session, but missed having an update on budget/finances. It's helpful to have a broad overview of upcoming projects and expected work flow."*

A few other areas for improvement: We clearly left more time than necessary for the poster session. This was conveyed by several people. Primarily for reason of accessibility, a few people did not like the Union location, preferring either a hotel or a meeting in the Perry building. We did a very poor job with remote sound. Using a telephone speaker phone to listen to house sound in a big room like the Pendleton is simply not adequate.

With regard to future meetings, the most frequent comment was that hearing from speakers outside of the ISR was great and something we should do more often. Several speakers repeated the call to hear directly about the state of SRO and projects in the pipeline. One commenter suggested a speaker from one of our international locations would be great.

- *"...perhaps inviting some representatives from our international area offices (e.g., Nepal) in to speak about their work (both locally, in their countries of focus, and internationally, with us) would be interesting and a part of the business that we don't regularly hear much about."*

### **Conclusion**

The feedback we receive after these meetings is always valuable and appreciated. Some key takeaways from this most recent meeting include:

- Focus more on keeping things concise and using time wisely
- A shorter poster session would be welcome in the future, but hearing directly from SRO leaders is important to many of you
- More outside guest speakers would be welcome
- We must put in to action, at least some of what we learned from Ari. (Stay tuned).

## **Survey Research Operations-Clinical Contact Program: A Resource for Research Respondent Risk Management (Lisa Lewandowski-Romps & Maureen O'Brien)**

Although a relatively rare occurrence, a research Respondent may experience distress during an interview that asks about sensitive topics. Respondents may also endorse survey items that suggest he/she is at greater risk of harm to self or others (e.g., having suicidal thoughts). Moreover, field interviewers sometimes witness situations in Respondents' homes that make them uncomfortable or think that the Respondent is in need of resources (e.g., social or behavioral health services). In these situations, the Survey Research Operations-Clinical Contact Program (SRO-CCP) can serve as a useful resource.

### **SRO-CCP as a Resource:**

The primary aim of the SRO-CCP is to provide support resources to distressed research Respondents and/or Respondents who trigger project-specific safety plans. SRO-CCP also provides projects with assistance in the development of project-specific interviewer training materials and safety plan protocols.

### **Program Staff:**

The SRO-CCP is staffed by Maureen O'Brien, LMSW, and Lisa Lewandowski-Romps, PhD, LP. Both staff members are SRO employees and licensed, mental health providers who will contact the Respondent, triage the Respondent's needs, and put the Respondent in contact with local resources.

### **How Can I Make a Referral to the Program?**

Submitting a referral form is the best way to contact SRO-CCP staff. Submission of this electronic form immediately triggers an alert to the SRO-CCP team. A staff member will then contact the person submitting the information by telephone to gather more detailed information about the Respondent. The CCP referral form gathers contact information for the person making the referral and does NOT contain personal information or identifying information about the Respondent.

### **To Access the CCP Referral Form:**

- 1) CCP Referral Form link located on Interviewer Website:  
<https://src-interviewers.isr.umich.edu/help-respondent-interviewer-distressed>  
(Use the Chrome browser for the best results.)
- 2) Direct URL address: <https://src-interviewers.isr.umich.edu/ccp-referral-form>

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

The unprecedented election year we are experiencing prompted me to look back in our archive for other precedents in the extensive history of ISR's election studies conducted at ISR. Between 1948 and 1960 SRC researchers were noticing a consistent discrepancy between the estimates of voter turnout among the pre and post-election studies sample (higher) and actual turnouts in the general population. After the 1964 Presidential election, in which Lyndon B. Johnson defeated Barry Goldwater, there was an even larger difference. What was going on? In stepped Aage Clausen, a young study director in the Political Behavior Program of SRC, to conduct the first national validation study of voter response of its kind. Aage Clausen was born to Danish immigrant parents who settled in Nebraska. He was the first member of his family to attend college, obtaining an undergraduate degree from Macalester College (my alma mater!) in 1957. He received his PhD from U-M and worked in ISR for seven years, but spent the bulk of his career at OSU, until his retirement in 1997<sup>1</sup>.

In addition to an analysis of how the election studies sample differed from the general voting age population, Clausen attempted to answer this question - Who voted on November 3, 1964 and who lied about voting? In March 1965, SRC completed an initial 'feasibility' phase of the study to determine whether voter participation and registration records would be accessible enough to look up the 1,450 respondents who had been interviewed in both the pre and post-election 1964 studies. Taking one PSU from each state (40 in total) interviewers were asked to find out, preferably (and cheaply) by phone if the records were open to the public, where and how they would get access them (e.g. how many locations per PSU?), and how far back they went.

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<sup>1</sup> Baum, L., Weisberg, H., & Slotnick, E. (2011). Aage Clausen. *PS: Political Science and Politics*, 44(4), 850-852. Retrieved from <http://www.jstor.org/stable/41319978>

By May it was confirmed that the study could proceed. While seemingly straightforward, these records were maintained in a myriad of forms of varying quality, depending entirely on local practices. Registration records could be in active and inactive files, sorted by election year or all together, or even destroyed. Voter participation could be stored separately in various forms, such as poll tax records in the South (which were abolished in 1964 by the 24<sup>th</sup> amendment)<sup>2</sup>.

The results were complicated by a few issues: 9 out of 10 respondents did not give their names, there were challenges in the actual accessibility of the records, differences between voting address and interview address, and error in the official records. Given the complexity, Clausen categorized the different levels of validation and calculated an initial range of response error between 2.2% and 26.5%. Excluding the extremes, he also compared his results with concurrent efforts at the Census Bureau to measure response error and found that 8.3% was a more reasonable rate. The comparison and analysis of the Bureau's study and SRC's study is worth a read, though too complicated to summarize here. A particularly intriguing hypothesis was that pre-election contact stimulated voting participation. Clausen published his report in 1968 in *Public Opinion Quarterly*, and it became the most cited article of his career<sup>3</sup>.



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<sup>2</sup> "Memo Re: Voting Validation Study, P.473", October 1965, SRO Archive, Project 473B

<sup>3</sup> Clausen, A. (1968). Response Validity: Vote Report. *The Public Opinion Quarterly*, 32(4), 588-606. Retrieved from <http://www.jstor.org/stable/2747739>