



Telephone Interviewing

We work with a variety of systems to manage our telephone interviewing effort, including SMS, SurveyTrak for the SSL, MSMS, SRIS, and even paper coversheets, if needed.

Telephone interviewing makes up the vast majority of our work. In April alone, we had 107 Interviewers and Team Leaders working in the SSL. Interviewers on average worked in shifts of 5.3 hours, for an average of 15.8 hours per week. We logged a total of **15,260** shifts (interviewer daily project assignments) last year.

800 Line Support

The SSL offers toll-free support for all projects at SRO. When we receive an incoming call, we first attempt to match it to a project, then either address the specific issue the caller has or triage the caller to an interviewer or team leader.

We can (and do) support multiple toll-free numbers, and will gladly work with a project to set one up. This greatly simplifies the process of linking a caller to a project.

Since June 2015, the SSL has fielded 13,565 calls on the toll-free lines from 1,448 cities in all 50 states (plus DC, Canada and Puerto Rico).

Toll-Free Call Volume by State / Territory



Survey Services Lab (SSL)

What We Do

We seek to provide high quality, flexible solutions to production needs within SRO in a variety of areas, including:

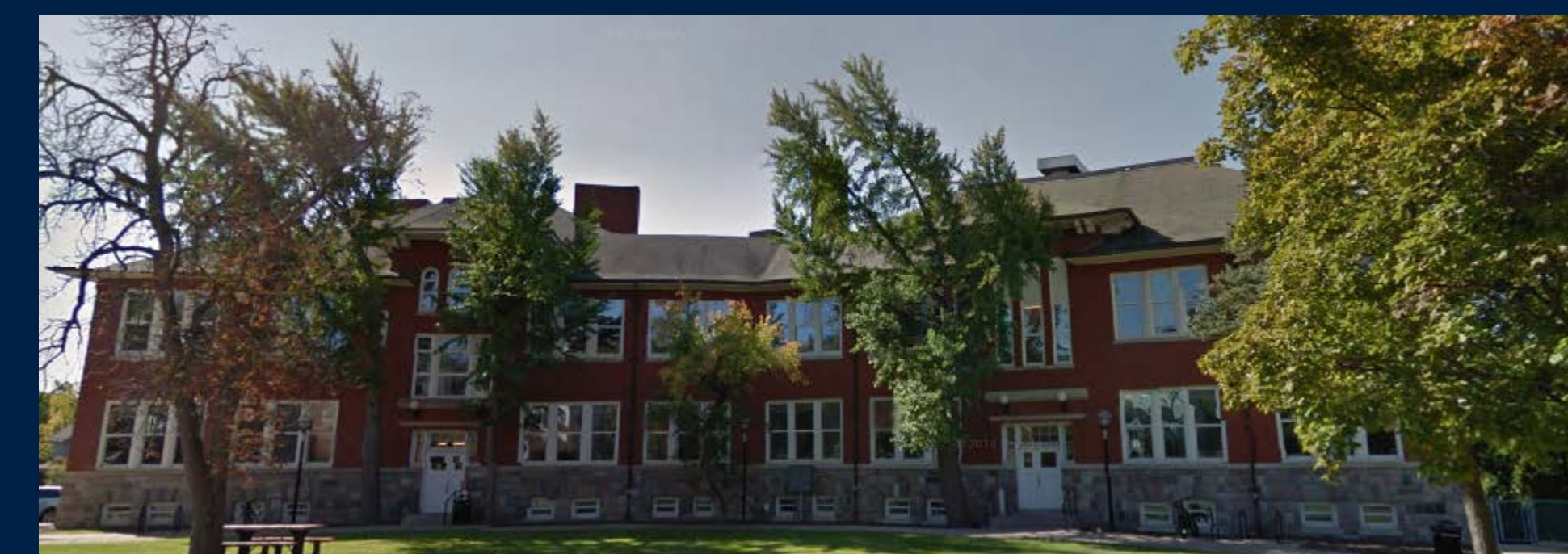
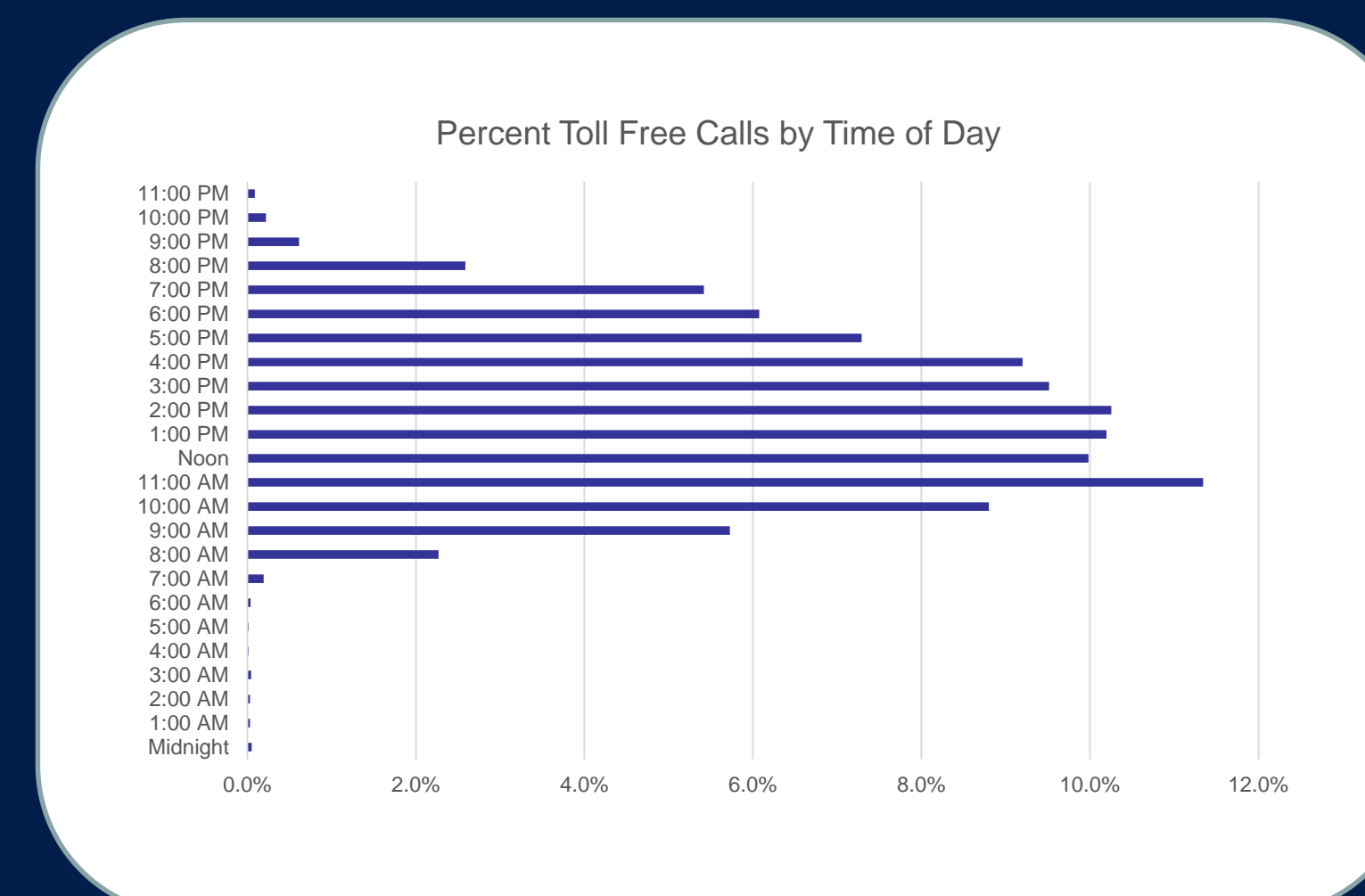
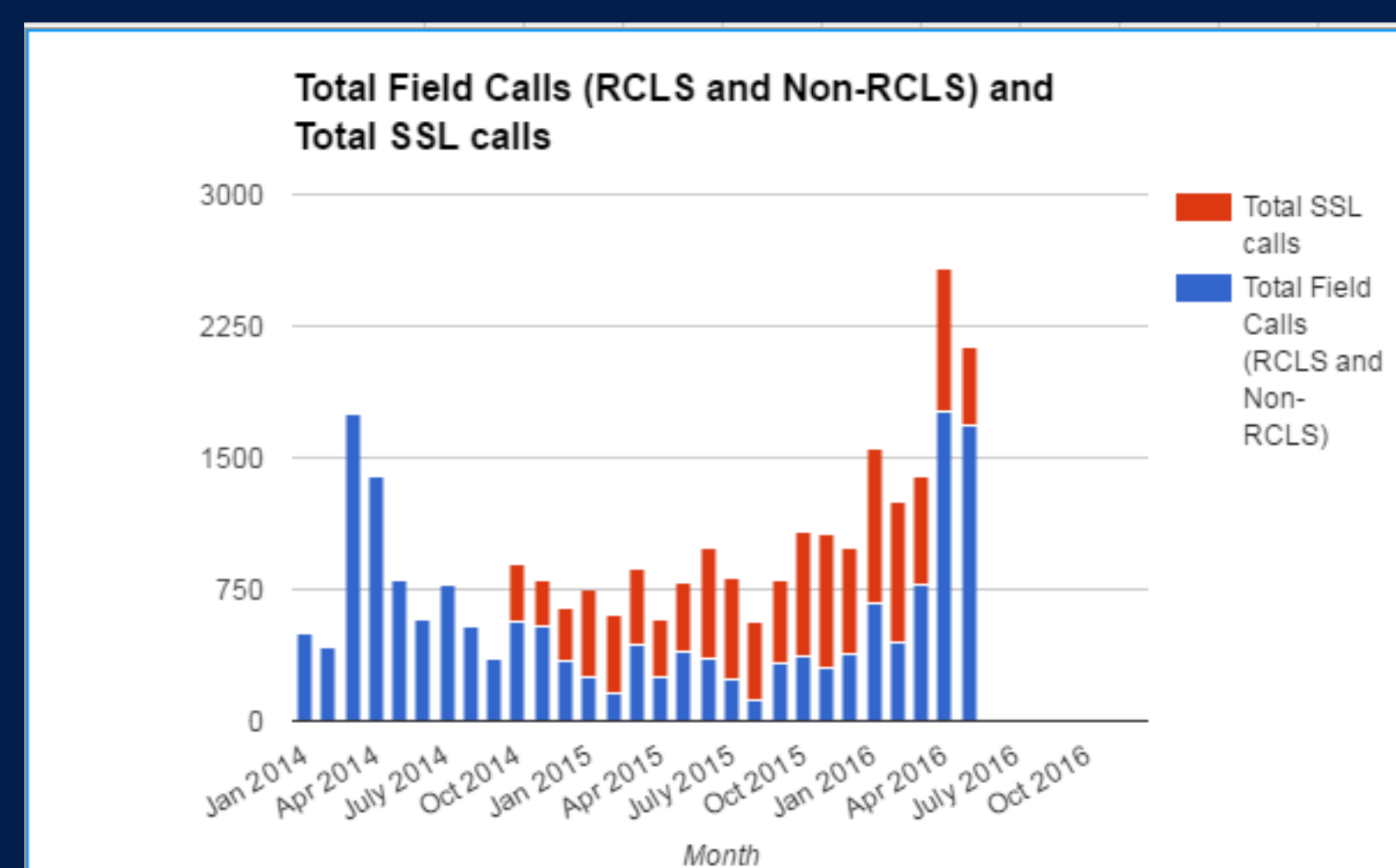
- Telephone Interviewing
 - Toll-Free Support
 - Mailings
 - Survey Programming
- Evaluations and Verifications
- In-School Survey Administration
 - Coding
 - Transcriptions
 - Data Entry
- Spanish Bilingual Materials Translation

Logging, Data Entry, and Coding

A key service provided by the SSL includes logging, data entry, and coding. In the past year, this included:

Logging	Data Entry	Coding
• 6,230 HRS CAMS SAQs	• 217 UMTRI Truck Surveys	• 5505 PSID cases
• 6,459 LHMS Questionnaires	• 687 CDS Fall Follow-up Diaries	• 900 CDS occupation
	• 1,153 BAM 2 SAQs	• 800 Forgiveness occupation
	• 309 BAM 2 Transcriptions	• 2017 HRS occ/ ind
	• 1,396 PSID Wellbeing SAQs	
	• 2,400 CDS 2014 Time Diaries	

More Toll-Free Call Data



Mailings

We mail more than advance letters, reminder letters, and paper questionnaires. We have been mailing tablets and cameras to respondents as well.

- Mailed 198 teacher kits for MTTs, including a tablet, a robotic rotating tablet holder (SwivL), and a tripod.
- Mailed 372 tablets and saliva kits for CogUSA

Which is not to say we don't also support 'regular' mailings, including 15,041 letters for Forgiveness and 11,056 questionnaires mailed for the Life History Mail Study.

Quality Assurance

Quality assurance includes interview evaluations and verification calling. For evaluations, QC staff listen to recorded interviews and track interviewer adherence to Generalized Interviewing Techniques. For verification calling, QC staff call both households with completed interviews and those listed as non-sample to determine if an interviewer actually completed the contact.

Among the cases evaluated in the last year, we have:

- 567 SCA interviews
- 575 PSID 2015 interviews
- 421 CDS interviews
- 351 HRS 2016 main interviews
- 77 BAM 2 interviews
- 73 TA 2015 interviews