



Happening in SRO

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

If you have items for the newsletter or if you would like to highlight an event, please let Brenda Spaulding or your unit director know.

2022 Conference Season (Lisa Holland)



The International Field Directors and Technologies Conference (IFD&TC) provides a unique forum for government agencies, academic institutions and not-for-profit organizations to communicate informally about data collection operations. Attendees include field directors,

field technicians and survey managers, and the conference provides a unique opportunity for practitioners to share ideas and experiences. More information about the conference is available here <https://ifdte.org/>.

On May 23-25, several members of SRO presented their work and participated in forums at this virtual conference, including **Margaret Hudson** who served as one of the Program Coordinators for this year's conference. **David Bolt** joined Margaret representing SRO as panelists in a session titled **Notes from the Remote Field: Innovations and Lessons Learnt**. They joined colleagues from the University of Wisconsin Survey Center and Indiana University Center for Survey Research to discuss innovations and lessons learned - both technical and operational -- since the transition to remote interviewing brought on by the pandemic. **Sarah Crane** facilitated a session on **Best Practices When Interviewing Minors**. She and **Barb Ward** joined panelists from RTI and NORC to discuss the challenges encountered gaining cooperation from children and their caregivers, managing safety, privacy and confidentiality, handling incentives and training interviewers to collect data from children. **Beth Ohryn** and Sarah also participated in a session called **Center Management and Staff Training** where they presented their paper **Field and Lab Interviewers' Perspectives on Quality Control**, sharing the results and implications of their work gathering data from SRO interviewers regarding the feedback they receive on their performance. **Gina Cheung** facilitated a “Soft Tech” session on **Sample and Data Management Enhancements** which featured discussion and deployment of tools for increasing efficiency and ensuring data quality. She also presented her work with **Hueichun Peng - A Quick Development for a Mixed Mode Web Survey Management System**, sharing the WSMS development experience from the MI-CReSS Study. Finally, **Vivienne Outlaw** facilitated a Roundtable Discussion on **Center Management and Staff Training**. This discussion centered on the challenges the pandemic brought for hiring and staffing interviewers. Participants shared what has been working and what has not worked in interviewer staffing efforts.

In May, the conference of the American Association for Public Opinion Research (AAPOR) took place in person in Chicago after two years of virtual conferences. **Paul Burton** presented his team's work on **Household Screening During a Pandemic**.



Every six years, the Health and Retirement Study (HRS) adds a new age cohort to its existing longitudinal panel. Previous HRS screening efforts have primarily been done in-person, with declining response rates and rising costs. Due to the COVID-19 pandemic and health concerns, HRS added a self-administered web screener to

the traditional in-person screening method. Paul discussed the effectiveness of the web option compared to the traditional in-person option, the cost and response rate differences between cash and electronic incentives, and the effectiveness of a \$5 electronic bonus for pushing households to complete the screener via the web. U-M co-authors from the HRS team included SRO members **Andrew Hupp** and **Eva Leissou** in addition to faculty members Brady West and David Weir.

Gregg Peterson participated in a panel discussion on ***The Impact of the Supreme Court's 2001 Facebook v. Duguid Decision on Compliance with the Telephone Consumer Protection Act (TCPA)***. Interpreting the rules of the Telephone Consumer Protection Act (TCPA) has created the need for continual, careful review of telephone surveys and text messaging protocols used to capture data or support multimode data collection. This roundtable discussion brought together AAPOR members from the academic, commercial, and legal sectors to discuss how this ruling impacts the use of random samples provided by vendors, call center dialing protocols and technologies, protocols that rely on text messaging, and research costs and efficiency among other implications for our organizations.

We thank our SRO colleagues for representing us in these important forums, and we look forward to hearing their lessons learned and take-aways from both conferences. We expect slides from these presentations to be available shortly on the SRO Intranet.

SRO's first truly hybrid All Staff Meeting was a success (Gregg Peterson)

The Zoom squares were nearly equal in number to people in Thompson 1430 at our first *truly* hybrid All Staff meeting on May 5th. Most of you agreed it was a success, even if imperfect. We worked (and practiced) hard to make the remote and in-person experience as engaging as possible, but there were some notable technical glitches. Still, we managed to feature 15 different speakers, many of whom contributed via Zoom, and presented a skit that included participants in Zoom interacting directly with participants in Thompson. Your feedback included many positive comments about the variety of voices and topics, and the Perry History presentation.

Your feedback also included appreciation for our flexibility and efforts to make a hybrid meeting work while also noting the technical challenges. For those who attended in-person, there were many comments about how good it was to be together over lunch.

As always, we need to be mindful of running over our allotted time, and we are aware that more participant interaction would be appreciated by many of you.

Based on your feedback and our observations, there are several technical issues we plan to address in advance of future hybrid meetings:

- Provide better and more consistent lighting and focus on speakers standing at the podium in Thompson
- Use more and/or better mics for those speaking away from the podium (e.g. clip-on lavaliers for extended talks away from the podium).
- Mute the drop-down mics hanging above the audience members in Thompson during speaker presentations
- Find an in-room display for the big screens in 1430 which better matches the Zoom display for remote participants.

Many thanks to all of you who contributed to the success of our meeting--as presenters, planners, helpers, and attentive participants.



QR Codes in SRO Work

Shonda Kruger Ndiaye (with help from SRO colleagues)

QR (or Quick Response) codes were first invented in 1994. They offer notable advantages over one-dimensional (1D) barcodes: they can contain more data and more types of data; they can be scanned with a standard smartphone (now often even without installation of a special app); they can be much smaller; and they scan more easily. As with 1D barcodes, no internet access is required for their use.

SRO has used QR codes in our work as early as 2013, but project implementations have expanded recently. This reflects evolving project needs (e.g. the increasing reliance on text messaging and template fill complexity), the provision of SRO-issued smartphones to interviewers, as well as a [recent expansion of the use of QR codes by the general public during the pandemic](#). We now have experience generating QR codes both in batch and dynamically within our technical systems.

Below are some examples.

- 1) **To load data into an instrument.** In one study QR codes were dynamically generated and presented in Blaise on interviewers' laptop screens. The interviewers used their project smart phones to scan them into a phone application in which the interviewer observations instrument was completed. When scanned, the QR code placed the sample line's Sample Line ID (SID) into the phone application, establishing the link between the Blaise interview data and the interviewer obs data.
- 2) **To enable Respondents to efficiently access authenticated web surveys.** Our web surveys typically require that Respondents enter their own login and password to authenticate. When project invitations are received hard-copy, entering both the website and the credentials can be error-prone. However, a QR code can be generated for each Respondent and printed on their materials, allowing them to scan it to seamlessly access their questionnaire.
- 3) **To label project forms and biomarker implements (e.g. vials).** In lieu of 1D barcodes, some projects have labeled supplies with QR codes containing the materials' logging IDs (linking back to the SID). When these items are returned or transferred, the QR codes are scanned into a logging application (e.g. WebLog). On projects requiring documentation of a full chain of custody (e.g. for collected biomarkers), the multiple groups through whom the biomarker passes need only have access to a smartphone to scan the material into the logging application.
- 4) **To send text message templates to interviewer smartphones.** SurveyTrak, MSMS, and WSMS have all now been programmed to generate QR codes with text templates and fills appropriate to each SID. Some projects have more than 100 text templates and the fills (such as a link to a web instrument) can be burdensome and risky to have an interviewer insert by hand. Instead, the interviewer selects the template they want to send and scans the presented code from their laptop screen using their project smartphone, then sends the text from their phone. The ability to efficiently send project text messages from interviewer phones has also helped with SRO's adherence to Telephone Consumer Protection Act (TCPA) restrictions.
- 5) **To facilitate Respondents' access to websites.** Projects sometimes include QR codes with links to study websites on Respondent materials, allowing easy access to these sites.

QR codes have proven useful at times an SRO project needs to accurately and easily transfer data from a hard copy material to a device, or from one device to another and it's likely that we will continue to find new ways to use them.



[Note: when scanned this QR code reads: Speak to your Tech Lead for more information about how QR codes can be used on your project!]

Survey Process Forum Hosting Text Messaging Series (Andrew Hupp)

The Survey Process Forum invites you to participate in our text messaging series this summer:

On **Tuesday, July 19, 2022 at 12:00 noon**, SPF will host a Journal Club discussion. Please join us during your lunch hour to discuss Text Interviews on Mobile Devices from the book titled Total Survey Error in Practice. This chapter provides a broad overview of text messaging as a contact mode and as a mode of interviewing. The authors of this chapter are from the Program in Survey and Data Science (PSDS, formerly MPSM), SRO, and the New School for Social Research in New York.

Additionally on **Friday, August 12, 2022 at 1:00pm**, SPF will host an Open Forum on how text messaging has been used on current and past SRO projects and how we might want to use it in the future.

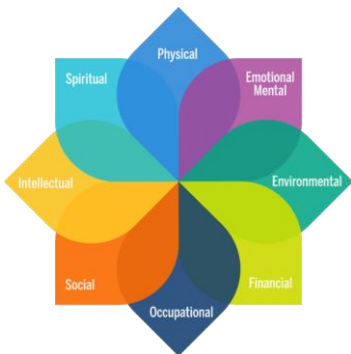
We will send the chapter and Zoom links for both of the sessions via email. If you have any questions or comments don't hesitate to reach out to us at: SRO-SPF-TEAM@umich.edu

We hope to see you there!

Property Dispo Ecommerce Website

Did you know? U-M Property Dispo has started a new ecommerce website: [U-M Property Dispo Ecommerce Website](#) and you can shop this site with your U-M credentials (or set up a login with your personal email if you prefer). Some of the categories for purchase include: electronics & computers, furniture, appliances, decor and supplies, sporting goods, and more!

SRO Wellness News (SRO Wellness Committee)



WANT TO JOIN US? *The SRO Wellness Committee is looking for new members with an interest in learning and sharing wellness news and activities with their colleagues. Please reach out to us if you are interested or have ideas:* srowellcomm@umich.edu

LUNCH CONNECTIONS – Our May SRO Lunch Connections were a great success. **THANK YOU!** to our topic facilitators for sharing with everyone! Stephanie Windisch shared her experiences with learning a new instrument, Marsha Skoman led a talk on shade gardening, and Debbie Seale presented the importance of a morning mindset routine and how to start one. If you have an idea for a Lunch Connection topic, please let the Wellness Committee know. We would love to schedule more.

BEVERAGE WALKS!

There are still TWO beverage walks left! Please use the sign up links below. Enjoy a beverage (coffee, tea, smoothie, etc.) on us! Fresh air, a beverage of choice from the location, a nice walk, and bonding with fellow

colleagues. Meet in the Perry lobby at 12p and we will leave at 12:05p. NOTE: If inclement weather, your SRO Wellness Committee walk lead will contact the group to reschedule.

****Sign up is open to any regular appointment SRO staff and only one sign up per person.**

If the list is FULL please type your name below the FULL line and we will let you know if space opens up.

Hyperion Coffee – Tuesday, June 7, 111 West Liberty – [link](#) (one mile round trip)
[Click Here to Sign Up for Hyperion Coffee](#)

Vertex Coffee – Tuesday, June 14, 1335 S. University – [link](#) (~2.4 miles round trip)
[Click Here to Sign Up - Vertex Coffee](#)

**** For those not able to participate, we will hold a drawing for five gift cards to a beverage spot so that you can enjoy a future beverage! [Click Here to Sign Up for the Beverage Gift Card Drawing](#)**

We had a great time on our beverage walks to Comet Coffee, Unitea, Sweetwater Coffee & Tea, and the bike ride to RoosRoast!



SEED POP-UP

Thanks to Project Grow we were able to share packets of flowers, plants, and vegetable seeds with our colleagues. It was a great opportunity to see each other.



LOOK FOR MORE PROGRAMMING COMING SOON!

JOYFUL JUNE

As we start a new month, we thought we would share the link to the Joyful June calendar that we received from our U-M MHealthy regional coordinator. The calendar suggests an 'Action for Happiness' each day. Have a great month! <https://actionforhappiness.org/joyful-june>

Google Tips and Tricks (Kelly Chatain)

Google Drive Refresher

Here are a few reminders for managing content in Google Drive.

Deleting Content:

If you own a file or folder in Google Drive, you can remove it and put it in your trash, where it will automatically be deleted after 30 days. If you want to immediately delete it, first put it in the trash and then delete it from trash.

If you do NOT own the file or folder, when you “Remove” the item, it will still be accessible to the owner of that item. And be aware that you may be removing access to that file/folder for others with whom it’s been shared, you’re not just removing it for yourself.

You can restore a file/folder, but you must contact the owner within 30 days and ask them to restore it from their trash.

Sharing Content:

When you manage content in large folder structures, such as SRO PROJECTS, you can change permissions in the child folder so they are different from the parent and you can also remove parent permissions from a child folder. **But be aware** that if sharing permissions are then changed in a parent level folder, they will automatically be passed down through the various child level folders. SRO PROJECTS functions like our L: projects network drive in that all content is relatively accessible to anyone within SRO. If there is content that needs to be restricted more than that, consider another collaboration tool, such as Dropbox or the network shared drives.