

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.***

We will be closed for a total of 5 additional days in 2023 in connection with the official U-M holiday schedule. Note that the SRO closure days are optional. Please contact your supervisor to confirm your plan for working or taking time off. If you'd like to know more about SRO Closure Days, please read the [SRO Closure Day Policy](#).

SRO Designated Closure Days for 2023:

**Friday, March 31st** – to correspond with Spring Break schedules.

**Friday, May 26** – May/Memorial Day (U-M Holiday) is Monday, May 29.

**Monday, July 3** – July/Independence Day (U-M Holiday) is Tuesday, July 4.

**Friday, Sept. 1** – September/Labor Day (U-M Holiday) is Monday, Sept. 4.

**Wednesday, Nov. 22** – November/Thanksgiving (U-M Holiday) is Thursday, Nov. 23 and Friday, Nov. 24.

December Holidays/Season Days: Christmas (U-M Holiday, observed) is Monday, Dec. 25. U-M Season Days are Tuesday, Dec. 26 through Friday, Dec. 29. New Year's Day (U-M Holiday, observed) is Monday, Jan. 1, 2024.

MARCH 2023						
SUN	MON	TUE	WED	THU	FRI	SAT
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5	6	7	8	9	10	11
12	13	14	15	16	17	18
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26	27	28	29	30	31	
MAY 2023						
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28	29	30	31			
JULY 2023						
SUN	MON	TUE	WED	THU	FRI	SAT
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SEPTEMBER 2023						
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NOVEMBER 2023						
SUN	MON	TUE	WED	THU	FRI	SAT
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26	27	28	29	30		
DECEMBER 2023						
SUN	MON	TUE	WED	THU	FRI	SAT
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31						
SRO Closure			U-M Holiday		U-M Season Day	

## SRO Global Status Sheet Reminder

Please remember to complete the SRO Global Status Sheet daily at the beginning of each workday. This is a tool SRO is using in our hybrid work environment to know if employees are working on a particular day and where they are working so they can be reached if needed. In addition to your location, vacation and day-to-day schedule exceptions are also important to note.

## SRO Events Google Calendar Reminder

SRO has a shared Events Calendar. It's accessible from the SRO Intranet:

### About SRO

[Acronym List](#)

[All Staff Meetings](#)

[Email Group Directory](#)

[Events Calendar for SRO](#)

[Fiscal Year End Report \(FY 21\)](#)

[Media Repository \(Videos\)](#)

[Organization Charts](#)

[Perry Floor Map](#)

[Staff Photo Program](#)

[Wellness Program](#)

Following this link, you will receive a pop-up asking if you would like to add the Calendar to your own Google Calendar.

### The Calendar currently reflects:

- U-M Holidays and Season Days
- SRO Closure Days
- ET Due Dates
- Survey Process Forum Events
- Wellness Events
- SRO All-Staff meetings

Remember that you can click on any event, click the three vertical dots, then copy it to your own Google Calendar.

Please let Brenda Spaulding know if you have any ideas of other events to include or if you have feedback about how to make the calendar more useful!

## The Sun is Shining Brightly...the Start of a New Day for DAWN (Nicole Kirgis & Barb Ward)

You may have heard that the 'DAWN' suite of studies is starting. DAWN is the Detroit Area Wellness Network and it is comprised of two studies — the Detroit Area Memory Project (or D-Amp) and the Social Relations Study (or SRS). We had planned to field these studies in 2020, but the pandemic hit. In 2022, we regrouped with the clients in SRC's Life Course Development (LCD) research program to re-specify the projects to be fielded in 2023. The clients recently received the supplemental funding needed to conduct the projects, so preproduction in SRO has started! The projects will be launched simultaneously, with D-Amp training first in May 2023.

The DAWN studies are led by LCD principal investigators Toni Antonucci, Kristine Ajrouch, Laura Zahodne, and Noah Webster, and Jennifer Smith from the U-M Department of Epidemiology. The studies will combine the existing body of research on social relations and extend it to look at the aspects of social networks that have the greatest effects on cognition, Mild Cognitive Impairment (MCI) and Alzheimer's Disease (AD). In addition, both studies will identify and characterize health and social networks of those with Middle Eastern/North African (MENA) background to representative samples of non-Arab whites and Blacks in the greater metropolitan area. They will aim to provide the first prevalence estimates of MCI and AD among those with MENA ancestry in the Detroit area and examine associations between immigrant factors and cognitive and functional impairment (D-Amp).

For the two studies, SRO will recruit and hire a total of 66 interviewers in the greater Detroit area, with seven team leaders and one production coordinator. Veronica Connors-Burge and Taghreed Lovell are the production managers. Both studies include a seven-day team leader training and an eight-day study-specific interviewer training. These intense training sessions will include instruction on the following tasks: screening; consent (including recognizing when a respondent cannot consent due to MCI); conducting interviews (respondent, proxy and informant); taking blood pressure, height and weight measurements; collecting saliva samples; and conducting nine neurocognitive tests. The trainings will be held in the Dearborn/Southfield area.

Here is a little more detail about each of the 2023 DAWN studies:



### Detroit Area Memory Project (D-Amp)

For this component, we will conduct 600 interviews with participants aged 65 or older who are self-identified as MENA or having MENA ancestry, and who reside in southeast Michigan. We will also conduct 330 interviews with existing Social Relations panel members aged 65 or older. The MENA sample participants will be selected based on an in-person household screening in approximately 6,500 households, with up to two persons per household selected for interview. The data collection will consist of a 60-minute core interview (with content from the Social Relations interview), a 60-minute cognitive interview, and a series of physical measurements (height, weight, blood pressure, grip strength) and saliva collection. A 20-minute informant interview will also be conducted for all sample members. Interviews will be conducted in English or Arabic.



### Social Relations Study (SRS)

For this component, we will conduct 3,400 interviews with respondents aged 35 years or older residing in the tri-county area of southeast Michigan (Wayne, Oakland and Macomb counties) and 244 interviews with existing Social Relations panel members aged younger than 65 years. The project involves in-person household screening of up to 6,900 addresses, with one selected respondent per household. Social Relations respondents do not need to have a MENA background – the study is intended to be representative of the general population in the greater Detroit area. The data collection will consist of a 60-minute core interview (content from the Social Relations interview), a 60-minute cognitive interview and a series of physical measurements (height, weight, blood pressure, grip strength) and saliva collection. The SRS 2023 project will use the same instruments programmed for the D-Amp project with a few modifications. The already-programmed D-Amp screener will be extensively modified in order to incorporate a joint screening effort for both studies. No informant interview is included in the SRS project scope. Interviews will be conducted in English or Arabic.

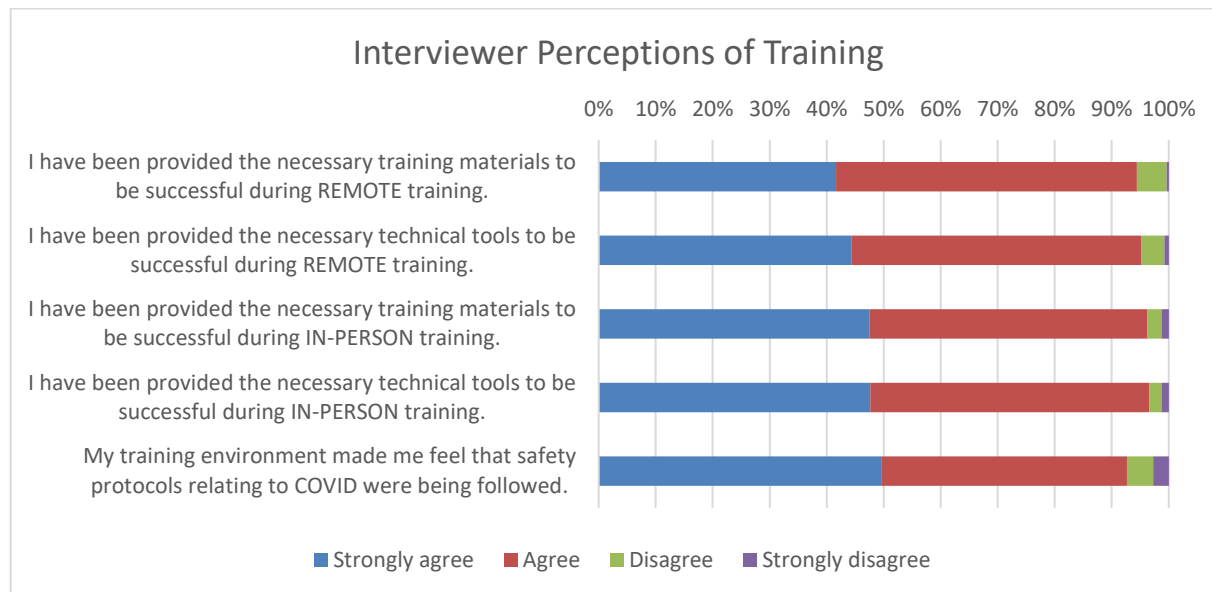
## The 2022 Interviewer Satisfaction Survey

(Margaret Hudson, Grant Benson, Derek Dubuque, Mark Nathin, Raphael Nishimura, Carolyn Vieira-Martinez)

In May 2022, SRO fielded our third Interviewer Satisfaction Survey (ISS 2022) – and first since 2019 – in an ongoing effort to understand the key drivers of interviewer’s satisfaction level with their SRO employment and intention to continue their employment. A total of 374 interviewers were invited to participate in the survey based on having either active or on-hold status on May 4, 2022. Interviewers who had not worked since January 2021 and those who had been hired but not yet worked were excluded. In total, 301 participants (80%) completed at least 70% of the survey. Overall, 84% of interviewers indicated they were satisfied with their work at SRO, consistent with past findings, and 92% reported intent to continue working for SRO in the next year.

In 2022, after two years of virtual trainings followed by a return to in-person training as well as the introduction of hybrid training formats, we took the opportunity to learn more about interviewers’ experiences with training, both remote and in-person. Interviewers overwhelmingly agreed that they have the training opportunities necessary to do their jobs both safely and competently. Despite the learning curve associated with moving to fully remote trainings, the ISS 2022 did not reveal noticeable differences between perceptions of the training modes as they related to feeling they had the necessary training materials and necessary technical tools to be successful during training. For both in-person and remote training modes, interviewers reported very high satisfaction levels.

We did find a statistically significant difference ( $\chi^2$  (3, N=268) = 16.192,  $p$  = 0.001) in how SSL and Field interviewers perceived having the necessary technical tools to be successful (“I have been provided the necessary technical tools to be successful during [remote/in person] training”), with the SSL more likely to report not being provided the necessary technical tools. There were no other statistically significant differences in perceptions of training between the SSL and Field.



SSL interviewers who reported anything other than strongly agreeing that they were provided the technical tools to be successful during remote training remarked on a broad range of topics ranging from trainer skills to social distancing, and from technical challenges to general statements about a preference for in-person training. Verbatim responses included:

- “Remote training seemed less effective than in-person training because there was much less dialogue between the trainer and trainees. Though we had time to ask questions, trainees seemed more inhibited in doing so than when in-person.”
- “Only that it was a worthwhile experience that was hampered somewhat by my unfamiliarity with the technical aspects of the job and the demands placed on the managers from having to do everything remotely.”

- “Training is the only aspect of this job that should not be done remote.”
- “[R]emote training is not nearly as effective as in person training. It's shorter and you do not get the 'hands-on' training needed”

Overall, perceptions of remote training effectiveness was strongly correlated with job satisfaction. Using a two-way analysis of variance model, we were able to account for over 18% of the variance of job satisfaction considering evaluations of remote training effectiveness and whether the interviewer was based in the field or the SSL ( $F(4, 269) = 17.29, p = 0.000$ ).

We similarly found that in-person training effectiveness correlated with job satisfaction ( $F(4, 238) = 17.31, p = 0.000$ ). The open-ended feedback related to in-person training for those expressing that the in-person training was either somewhat effective or not effective included comments about both logistics and the efficient use of in-person time, whereas others commented on the compressed training schedule and long days. Verbatim responses included:

- “The in-person training felt rushed. A complete [...] IW needed to be conducted at least twice from beginning to end. This did not happen which made it confusing.”
- “The expectations about this training were not clear. I was in the dark about the intensity of the training, the hours expected (including evenings), and the certifications (and what went into them) required. I was unaware that I wasn't going to have any free time to even do things as simple as go for walks. These things in my mind do not make a happy trainee. There should have been a night or time when we could all get together in a relaxed atmosphere such as a "mixer". I would have appreciated more free time to study on my own such as free time in the afternoon.”
- “I feel it was so stressful and demanding. Over the top type of pressure. I feel like there should have been more pre training /education for folks that had no experience at all when it came to being a field research interviewer. So many there had done this type of work before and had a leg up ...for those who had not done this before..not so much!!”
- “... too short need more time to practice.”

The ISS 2022 also asked a series of questions about interviewers' experiences with and feelings about the quality assurance process, including receiving feedback and follow-up training following the completion of an interview evaluation. Over the past year, we have been working to standardize quality assurance feedback across projects as much as possible, even when using different technical tools for evaluation, and we were interested in assessing the impact of this effort.

Considering interview evaluations in general, 81% of interviewers agree that SRO's QC process makes them a better interviewer. The majority of interviewers agreed that evaluations are useful to them in assessing their interviewing quality (89%) and that written feedback is easy to understand (92%) and helps them understand how to improve (92%).

Verbal evaluation feedback is provided to interviewers when error rates meet or exceed a defined threshold. Interviewers reported that verbal feedback, provided by a contingent staff member on the QC team, is easy to understand (91%) and helps them understand how to improve (88%); however, interviewers in both the field and SSL prefer that evaluation feedback is shared with them in written format.

Open-ended feedback from interviewers supports general satisfaction with the current approach to quality assurance at SRO and 79% of SRO interviewers report feeling supported by the QC staff.

In response to feedback from the ISS 2022, QC Management has been meeting with data collection teams to continue to build transparency about the QC process, and underscore overall excellence in data quality. They are working to reinforce that the focus of evaluations is on identifying and changing behavior that negatively impacts data quality. Knowing that it is important for interviewers to receive timely feedback, the QC team has been improving technological tools so as not to delay feedback to interviewers on their completed evaluations. In addition, the QC team will continue to explore other ways to enhance support for all interviewers, including working with project-based QC coordinators on how best to support interviewers on their teams.

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## **SRO Wellness News** **(SRO Wellness Committee)**

### **Welcome to 2023!**

Please reach out if you are interested in being part of the committee or if you have ideas to share. You can reach us at: [srowellcomm@umich.edu](mailto:srowellcomm@umich.edu)

### **Health Questionnaire**

Learn about your current health and well-being needs and earn a \$75 reward by completing the 2023 confidential health questionnaire by May 31, 2023. Open to active, benefits-eligible U-M faculty and staff. [Click Here to Complete Health Questionnaire](#)

### **Active U**

**What is Active U?!** Active U is a 12 week fitness challenge that will help you get motivated and stay motivated! There will be opportunities to win prizes, as well as helpful tips and support throughout. Active U is designed for every level of activity and encourages you to get moving at least 150 minutes per week.

**Registration is open now through February 6th. Logging began January 23rd** and is now easier than ever! You can link your pre-existing health tracker (Apple Watch, Fitbit, etc.) to log your minutes. You can also manually log your minutes each week.

Participants will receive an Active U T-shirt (and better health!) upon successful completion!

### **Register Now for Active U**

**Team Name: SRO Gets Moving**

Our Active U Team Captain is: Lindsay Wolodkin. Thanks Lindsay!!!

### **Washtenaw County Conservation District**

The Washtenaw County Conservation District is hosting a Tree & Shrub sale through March 20. Orders will be available for pick up in April at the Washtenaw Farm council grounds.

[Click Here to learn more about Tree & Shrub sales](#)