



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.

Request for Summer Photos (Brenda Spaulding)

We are planning to feature some fun summer pictures from SRO staff for a section of our August edition of the Happening in SRO newsletter.

If you have any pictures you would like to share, please send them to me by Friday, August 18th.

2023 Summer Conferences (Lisa Holland)

Annually, field directors, field technicians and survey managers from government, academic institutions and other research agencies come together for the **International Field Directors and Technologies Conference (IFD&TC)**. This year's conference took place in Long Beach, California from June 25th to 28th, and 10 Survey Research Operations staff represented SRC/SRO in person.



Helen Johnson and Veronica Connors-Burge presented their work on *Piloting Cognitive Assessments via Web-Conference Platform Among School-Aged Children*, where they discussed their

experience exploring an online alternative to home visits for administering the Woodcock Johnson assessment. **Camila Kendall** presented *Operationalizing Household Listing in Puerto Rico*, a presentation she co-authored with Shonda Kruger-Ndiaye and Raphael Nishimura, which shared the challenges of planning, training, and implementing listing activities in an environment, which lacked standardization of home addresses. **Carolyn Vieira-Martinez's** presentation (co-authored with Jeff Albrecht) *Satisfaction, Support, and Belonging in Interviewer Retention* analyzed data from our interviewer satisfaction survey to explore determinants related to the interviewer experience, motivation, and the idea of work



community in order to develop actionable steps designed to improve interviewer retention. **Maureen O'Brien** presented her work with Lisa Van Havermaet, *Use of Keyboard vs Mousepad Considering Efficiency, Accuracy, and Interviewer Burden: A Data Entry Method Observational Review*, in which they reviewed data entry accuracy, efficiency, and interviewer behavior in an effort to understand the potential sources of error that might be introduced when interviewers select their preferred mode of entry. **Lisa Holland** joined



representatives from four other data collection organizations on a panel to discuss questionnaire design and review. SRO staff attending the conference for the first time included Anna Fuqua-Smith, Megan Hromco, Bill Keating, EJ McSpadden, and Judah Perillo.



The **European Survey Research Association (ESRA)** aims to advance the use of survey research across disciplines and promote the communication between applied survey researchers, methodologists and statisticians across the academic, government, non-profit and commercial sectors. Their 2023 conference took place July 17 – 21 in Milan, Italy.

Beth Ohryn presented the work she and Sarah Crane carried out on *Using Indicators of Respondent Behavior to Predict Interviewer Quality Concerns*. Their work examined post-interview interviewer observations, evaluator observations, and quality control scores to better understand the survey-response process and interviewer-respondent interactions.

Paul Burton and **Eva Leissou** attended to present work from HRS on which they collaborated with Andrew Hupp and Brady West. Paul presented *Adaptive Experimentation with Nonresponse Follow-up Protocols in Household Screening for a Long-Term Panel Study*, a study in which cases are randomly assigned to protocols that vary mode of contact and use adaptive follow-up strategies to explore the most efficient and effective approaches to producing completed screeners. Eva presented the same team's work on *Experimenting with Sequential Mixed-Mode Approaches for New Household Screening in a Long-term Panel Study*. This study examined the effects of mode assignments and different types of mailing envelopes on completion rates.

The **Joint Statistical Meetings (JSM)** is the largest gathering of statisticians and data scientists held in North America, bringing together more than 5000 participants each year. With representatives from four other organizations, **Grant Benson** will participate on a panel titled *Field Survey Labor Challenges in U.S. Surveys* where he will focus on interviewer retention, and panelists will discuss the challenges of recruiting and retaining data collection staff in an environment of labor market changes, increasing costs, and declining response rates. **Raphael Nishimura** will also attend to present the paper he co-authored with Brady West, *The Implications of Weighting Adjustments for Sampling Variance Estimates*.



Thank you to all of our presenters for representing SRO to the survey research community!

The 2023 Interviewer Satisfaction Survey **(Jeffrey Albrecht, Grant Benson, Margaret Hudson)**

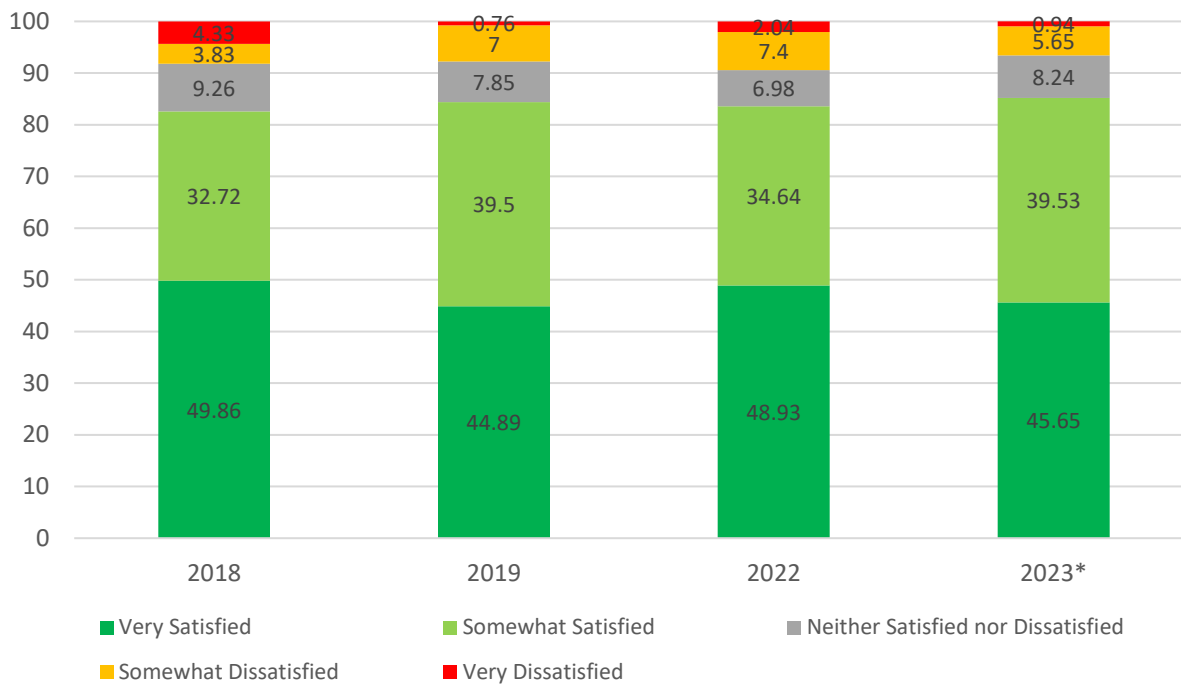
We launched the 2023 Interviewer Satisfaction Survey (ISS) on May 30, 2023. Invitations were sent to all 603 interviewers on active or hold status. The survey was closed out on June 16 with 413 completed responses, a 68.5% response rate. The average length was 23.4 minutes, which was a bit longer than we expected, but it reflects the thoughtfulness that interviewers put into the open-ended questions in particular.

As we found in the past, our active status interviewers were most likely to respond at a 74% response rate, while 53% of those on hold status responded. Among our active interviewers, 65% of those who have been with us less than 4 years responded compared to 86% of those who have been with us 4+ years.

The main purpose of the ISS is to assess interviewer job satisfaction and intent to stay with us. Perhaps more so than in recent times, this is a particularly pressing issue not only because of higher project-level attrition than in the past, but also because the proportion of our staff who are experienced on-staffers is much smaller than in past years.

That said, our overall satisfaction levels have remained fairly consistent over the last 6 years. This year, we had just over 85% of respondents indicating that they are either Satisfied or Very Satisfied with SRO.

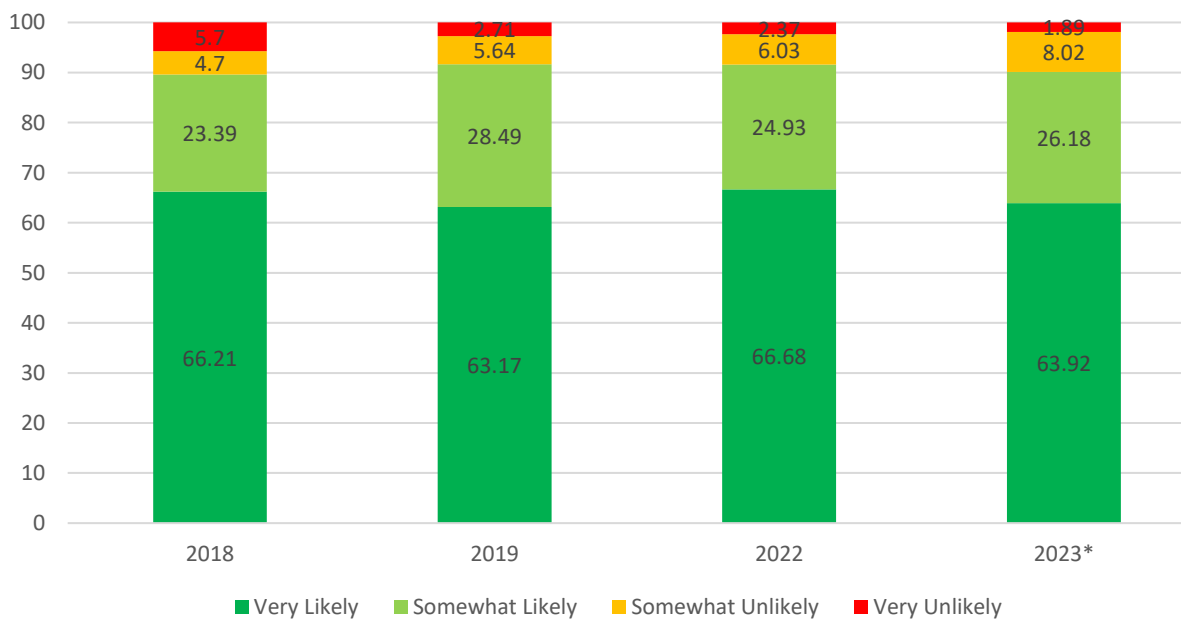
Considering Everything, How Satisfied Are You With U-M SRO? 2018-2023



* 2023 data are unweighted

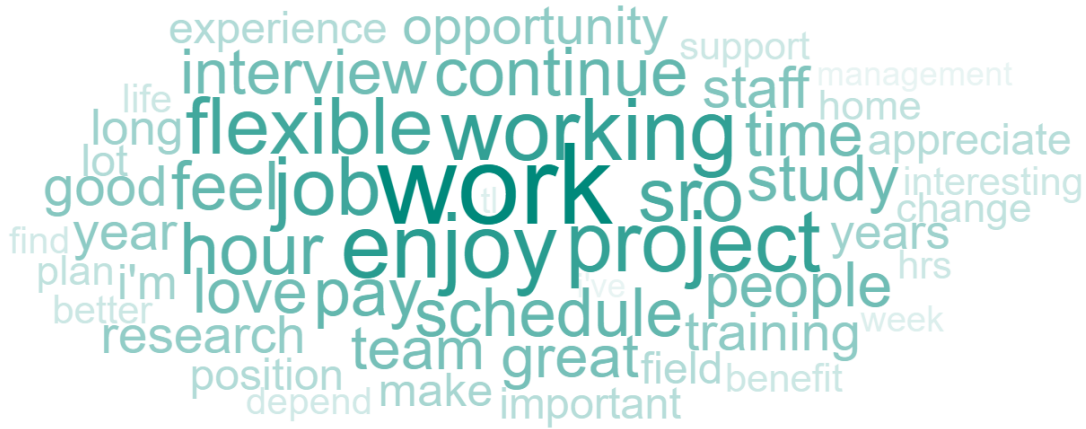
Similarly, intent to stay has remained stable. Consistent with past years, about 90% of interviewers indicated that they were either Likely or Very Likely to continue to work with SRO next year as long as there is work available.

As of today how likely are you to continue to work for U-M SRO next year [...] 2018-2023



* 2023 data are unweighted

We asked all respondents why they gave us the answer they did for the intent to stay question. Keywords are shown in the word cloud below, with the size of the word proportional to the frequency of mentions. Overall, enjoying the type of work we do was the main sentiment, followed by mentions of job flexibility and working with a team.



One special focus area for this survey was about perceptions regarding training efficacy. Jeffrey Albrecht will be presenting some preliminary results from the training questions in the upcoming Lunch and Learn at noon on August 1, sponsored by the Survey Process Forum.

We hope to share more results as we continue to explore the data to find out how we can continue to improve our processes and build on successes.

Black Voices of Dignity

SRO's very own Edda Williams was the curator of the "Black Voices of Dignity" exhibit, presented at ISR-Thompson on July 11 and 12. The exhibit was "a collection of displays representing snapshots of events in the Black experience, through a vaireity of different mediums: 3-D recreations, historical photographs, art, and various sculptures. The exhibit acknowledges the struggle, resiliency and spirit of a maligned people and celebrates their many contributions and achievements." Congratulations on a wonderful exhibit, Edda!



Edda with part of the collection



Edda with SRO Director Stephanie Chardoul

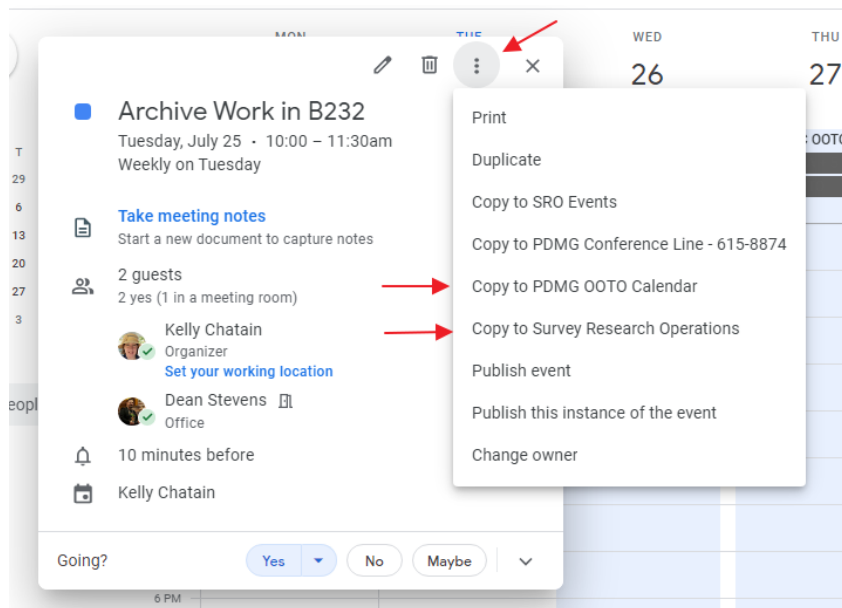
SRO Tips and Tricks (Kelly Chatain)

We've got two for you this month, SRO.

Copy Events to Multiple Calendars

You're preparing for that awesome vacation or conference and you have to set up your OOTO availability...on four different calendars. No problem. Once you create an event on your calendar, you can easily copy it to as many calendars as you have access to.

Click on the event for the preview, then the 3 vertical dots, and choose from the options. If you have access to the calendar it will show up in the list.



Join the U-M Collaboration Forum

Change being the only constant, it helps to stay up to date with new and/or deprecated functionality in the University's collaboration spaces. The U-M Collaboration Forum is a Google group open to all Umich faculty and staff. It's used primarily for announcements, but it's also a good place to ask questions about features or best practices using a particular collaboration tool. You can also search the group by category/topic and within the conversations themselves for previous discussions. After you join the group, you can set the email notification preferences to your comfort level.

Use this link to join the group: <https://groups.google.com/g/umichcollab>

Conversations Search conversations within u... U-M Collaboration Forum 1-30 of 1230

Welcome to the University of Michigan's Collaboration Forum!

This discussion group is for members of the University of Michigan community. Ask questions, exchange information, and showcase interesting uses of collaboration tools at the University of Michigan, including U-M Dropbox, U-M Google, U-M Microsoft 365 and Teams, U-M Slack, and U-M Zoom. (Please

Madi Atkins	google reminder	Final Reminder: Google Currents will retire on July	Jun 28	☆
Madi Atkins	announcements slack	Introducing canvases, a new way to collabora	Jun 15	☆
Madi Atkins	google summary	U-M Google May Monthly Summary – Updates: ...	Jun 8	☆
Madi Atkins	google reminder	Reminder: Google Currents will retire on July 5, 20	Jun 7	☆

CCP Corner – Communication Styles (Elany Clark)

In the workplace, we all have different communication styles. The style/s you use can affect how information is delivered and how it is received. Better understanding the different styles can help us to effectively communicate with others in the workplace and even in our everyday lives. This can also be true across separate generations. The articles below discuss what you should know about each communication style/generation and how to effectively communicate with each.

<https://professional.dce.harvard.edu/blog/is-your-workplace-communication-style-as-effective-as-it-could-be/>

<https://www.forbes.com/sites/forbescoachescouncil/2022/10/19/navigating-intergenerational-communication/?sh=3fabb99455a0>



SRO Wellness News (SRO Wellness Committee)

Please reach out if you are interested in being part of the committee or if you have ideas to share. srowellcomm@umich.edu

AUGUST FOOD TRUCK

PizzaPazza Wood Fired Pizza (website: [PizzaPazza Public Menu](#) and facebook: [PizzaPazza](#)) is scheduled to be at Perry on Wednesday, August 9 in front of the building from **11a.m. - 2p.m.** The truck will be located in the parking lot near the Perry Atrium. Cash and credit are accepted. All Perry and Thompson Building staff are welcome!

Thanks, everyone, for coming out to our last food truck!



Tacos El Mariachi Loco food truck at the Perry Building, July 12, 2023.

Save the Dates for Future Food Trucks

September 13 - Impasto Italian Inspired Wraps

October 11 - Tim's Good Food Grill - Gourmet Sliders

November 8 - Papelon Arepa Bar

BEVERAGE WALKS 2023!

We will take a walk and enjoy a cup of coffee, tea, or smoothie (if available) sponsored by the SRO Wellness Committee. Fresh air, drink, nice walk, and bonding with colleagues. We will have a series of three walks with a limit of 10 people each to increase the opportunity to interact more easily.

Meet in the Perry lobby at the scheduled time. 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. One sign-up per person, please.**

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

Monday, September 11 - [Unitea](#) - 12 p.m. - [Click Here to Sign Up for Unitea](#)

Thursday, October 26 - [Vertex](#) - 12 p.m. - [Click Here to Sign Up for Vertex](#)

Wednesday, November 1 - [Roos Roast](#) - 12 p.m. - [Click Here to Sign Up for Roos Roast](#)

ICE CREAM WALKS

Thanks to those who joined us for the Monday, July 24 ice cream walk to Michigan Creamery. There is one more left. It is full, but be sure to sign up for the waitlist so we can add you if space allows.

Thursday, August 24 - Blank Slate - 4:00 p.m. - (Waitlist Only Available)

[Click Here to Sign Up for Blank Slate](#)

FARMER'S MARKET WALK

Our remaining SRO Farmer's Market Walks for the season will be on the following dates:

August 16 - [Click Here to Add to Your Calendar](#)
September 20 - [Click Here to Add to Your Calendar](#)
October 18 - [Click Here to Add to Your Calendar](#)

Please join us! We'll gather in the Perry lobby at 12:00 p.m. and we'll leave at 12:05 p.m.

- ★ FREE tote bag for joining us!
- ★ About a mile walk both there and back.
- ★ We'll walk there together and then return at our leisure.

For more information on the Farmer's Market: [Ann Arbor Farmers Market Website](#)