

# Welcome!



- Place donations for the Mott drive on the table in the back
- Grab lunch in 1450 and sit anywhere to eat
- **This is a compostable event.** Follow the guidelines (at right). Questions? Ask our Green Team members: Ann, Bree, or Lachlan
- Presentations begin at **12:30**



# SRO All-Staff Meeting

Dec 4, 2024



# Today's Agenda

Nicole Kirgis  
she / her / hers



# Today's Agenda

- SRC Director Remarks
- SRO Director Remarks
  - End-of-year report
  - SRO updates
- Welcome New Colleagues
- Centerpiece Giveaway
- Scavenger Hunt! (Optional)
- Scavenger Hunt Conclusion by 2 pm (at latest), Perry Atrium



# SRC Director Remarks

Pam Davis-Kean  
she / her / hers



# Q & A

# SRO Director Remarks

Stephanie Chardoul  
she / her / hers



## SRO All Staff Meeting - Dec. 4th, 12pm-2pm, 1430 Thompson

### Key Updates:

CRS Data Updated – Dec. 6  
Key Production Dates – Oct. 25  
Happening in SRO – Nov. 22

### Quick Links

[Computing Help Requests](#)  
[Duplicating](#)  
[Facilities Requests](#)  
[ISR Intranet](#)  
[ISR Staff Directory](#)  
[Message Center](#)  
[M+Google](#)  
[Procurement Requests](#)  
[Reserve a Conference Room](#)  
[SRC COMM3](#)  
[SRC Intranet](#)  
[Update Emergency Contact Info](#)

### Current Project Sites

### About SRO

[Acronym List](#)  
[All Staff Meetings](#)  
[Email Group Directory](#)  
[Events Calendar for SRO](#)  
[Fiscal Year End Report \(FY 23\)](#)  
[Media Repository \(Videos\)](#)  
[Organization Charts](#)  
[Perry Floor Maps](#)  
[Staff Directory](#)  
[Staff Photo Program](#)  
[Wellness Program](#)

### Employee Resources

[ET \(system Link\)](#)  
[2024 ET Monthly \(All\) Due Dates](#)  
[2024 ET Biweekly \(All\) Due Dates](#)  
[2024 ET Temp Biweekly \(All\) Due Date](#)  
[2025 ET Monthly \(All\) Due Dates](#)  
[2025 ET Biweekly \(All\) Due Dates](#)  
[2025 ET Temp Biweekly \(All\) Due Date](#)

### Best Practices

[Collaboration Guidelines](#)  
[Cross-Cultural Survey Guidelines](#)  
[Signature Guidelines](#)  
[SRO Best Practices](#)  
[SRO Meeting Norms](#)  
[SRO Style Guide](#)  
[Survey Process Forum](#)

### Conferences

[SRO Presentations/Publications List](#)  
[Prof. Membership & Conferences](#)  
[Policy](#)  
[Per Diem Rates \(GSA Site\)](#)  
[AAPOR](#)  
[IBUC](#)  
[IFDTC](#)

### Technical Systems

[CRS](#)  
[FRED](#)  
[MPR Administration](#)  
[ODS Portal \(PQT, PIPPA, Report Portal\)](#)  
[OLIVE 4.0](#)  
[Resource Forecasting Tool](#)  
[Webtrak 3](#)  
[WebLog 2018](#)  
[WebLog Classic](#)  
[More information >>>](#)

### U-M Links

[Campus Safety](#)  
[CSCAR](#)  
[eResearch](#)  
[Information Technology Services](#)  
[MCommunity](#)  
[PEERRS Certification](#)  
[ResponsiBlue](#)



# From the report...

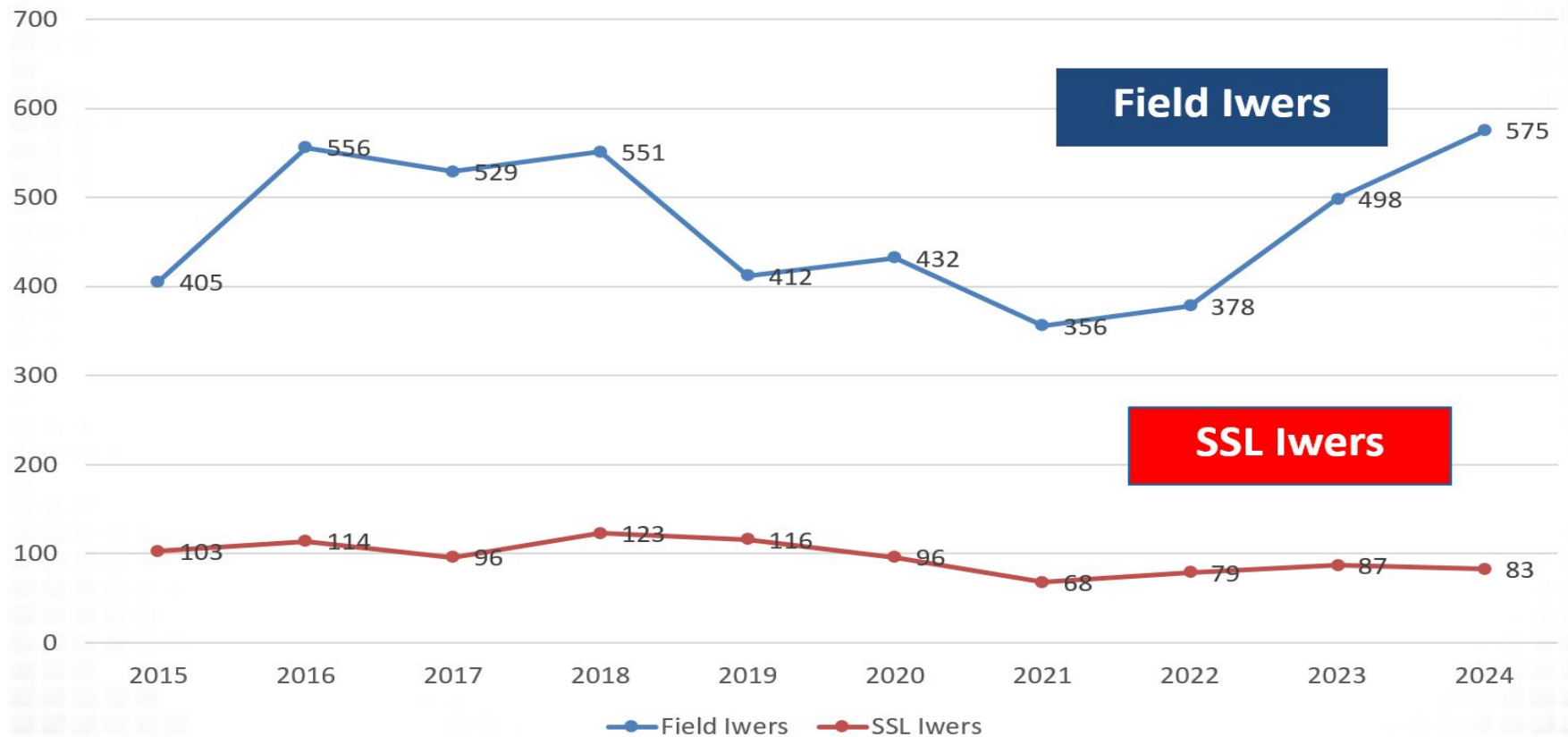


# A different look at volume in FY24

- SRO worked on 47 unique projects. Five of those projects had multiple funding mechanisms. Multiple funders are sometimes necessary given the total costs of some projects, but it adds a lot of complexity to cost monitoring.
- Volumes are very high! We processed 8,716 interviewer expense reports (vs. 6,809 in FY23) and 1,451 travel advances (1,081 in FY23).
- We processed \$1,092,807 in respondent payments (\$629,698 in FY23).
- We reimbursed \$1,173,804 for mileage, which is 1,751,945 miles (\$800,252 in FY23)!
- A total of 371 new interviewers were hired in FY24. The split by category was 314 in the field and 57 in the SSL. In 2023 we hired 314 in the field and 59 in the SSL.



# SRO Data Collection staff - counts by year



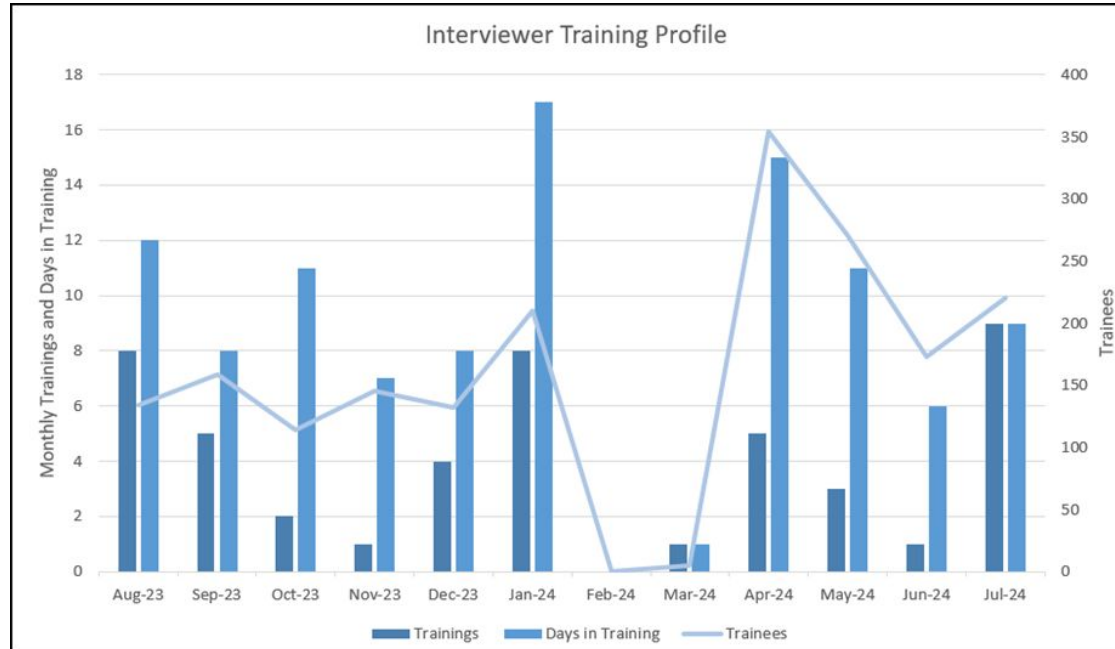
# SSL Multi-channel contact system

- Amazon Connect (“AmCon”) replaced the existing phone-only system (CISCO VoIP) July 2024
- Features include
  - Softphone integration (no need for physical phones, ability to rotate between numbers depending on project we are dialing for)
  - On-site and off-site availability
  - Live monitoring tools
  - Enhanced caller identification and inbound caller routing
  - Integrated texting
  - Call and screen recording and transcription
  - Future integration of chat, email, and IVR

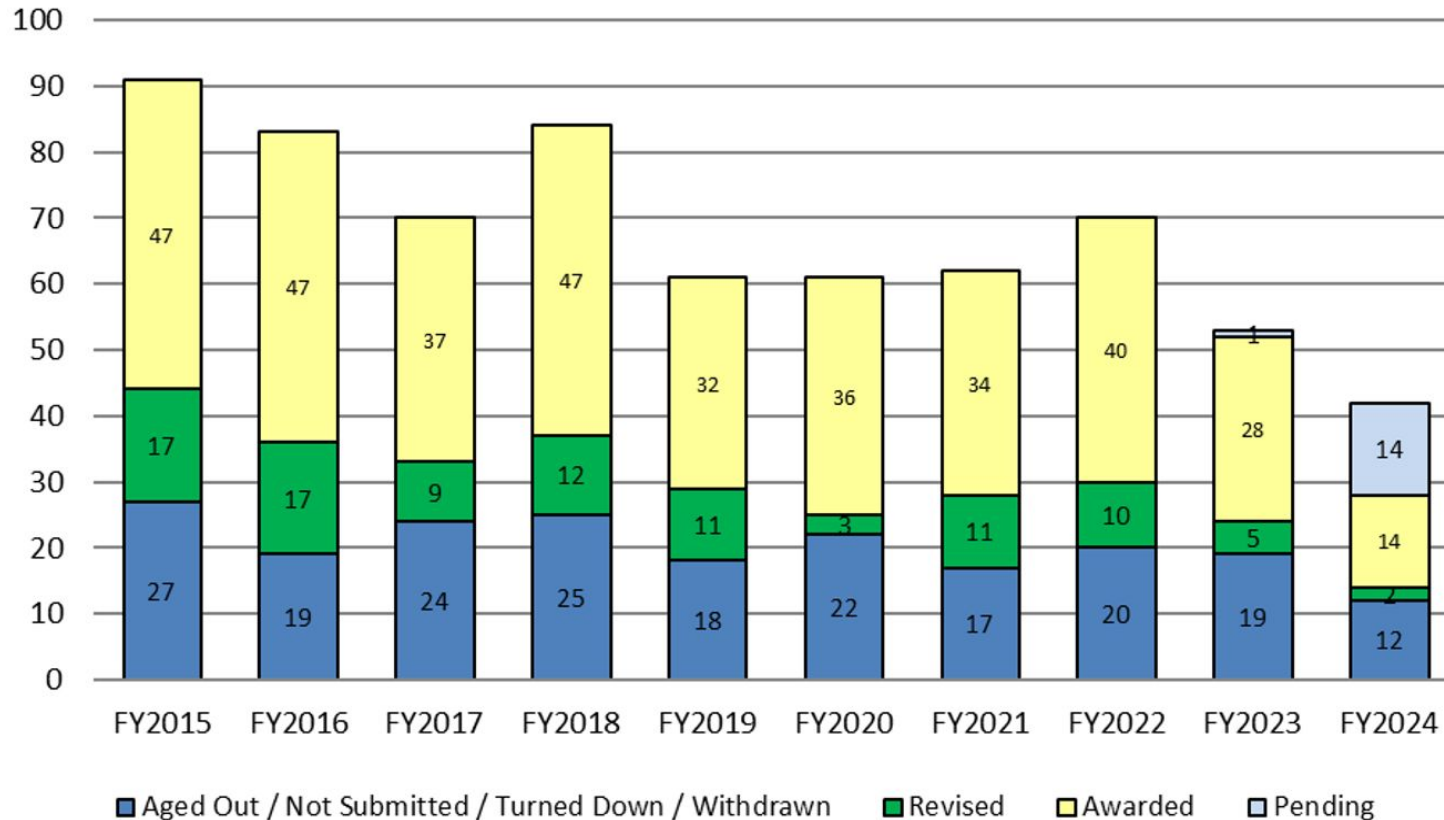


# Interviewer trainings

Averaging just under four trainings per month and 160 trainees per month, it has been a very busy year for the training team



# Number of formal proposals by disposition



# Survey design consultations

In FY24, SRO provided consultation in sampling design, questionnaire design, or data collection best practices to 111 research initiatives outside of SRO

- 70 for U-M departments or Michigan Medicine
- 22 for external colleges and universities
- 19 for various foundations, institutes, private companies



# Conference contributions (1)

## **IFDTC – International Field Directors and Technologies Conference**

- *Interviewer Attrition Panel Discussion Part I & II - Grant Benson, facilitator*
- *New Hire Interview Mode and Attrition – Grant Benson and Mark Baker*
- *Contact Rates: A Comparative Analysis of Phone Types – Bill Keating and Grant Benson*
- *From A to Zoom (staff management and engagement) – Sarah Crane and Grant Benson*

## **AAPOR – American Association for Public Opinion Research**

- *Texting Breakthroughs: Innovations in SMS Recruitment and Distributions - Andrew Hupp and Makenna Harrison supporting lead author Fred Conrad*
- *Investigating Participation in Live Video Interviews – Andrew Hupp with ANES colleagues*
- *Utility of Commercial Data for Sampling Population Subgroups: A Case of Health and Retirement Study – Raphael Nishimura and Paul Burton supporting SRC colleagues Chendi Zhao, Sunghee Lee, and Brady West*

## **WAPOR – World Association for Public Opinion Research**

- *New Longitudinal Mixed Mode Responsive Survey Designs to Study the Health and Wellbeing of Children Experiencing Armed Conflict: Ukrainian Families Across Multiple Settings - Stephanie Chardoul, William Axinn, and Tetiana Skrypchenko (Rating Group, Ukraine)*
- *A Two-Year, Frequent Interview, Longitudinal Web Survey of Young Adults in Nepal: Mixed Mode Responsive Survey Design to Reduce Selection Bias - William Axinn and Stephanie Chardoul*



# Conference contributions (2)

## **CSDI, Comparative Survey Design and Implementation**

- *Mixed mode responsive longitudinal survey design to reduce selection bias in Nepal* - Stephanie Chardoul

## **American Educational Research Association Annual Meeting**

- *Survey Development in Education: Using Surveys With Students and Parents* – Jeff Albrecht, discussant

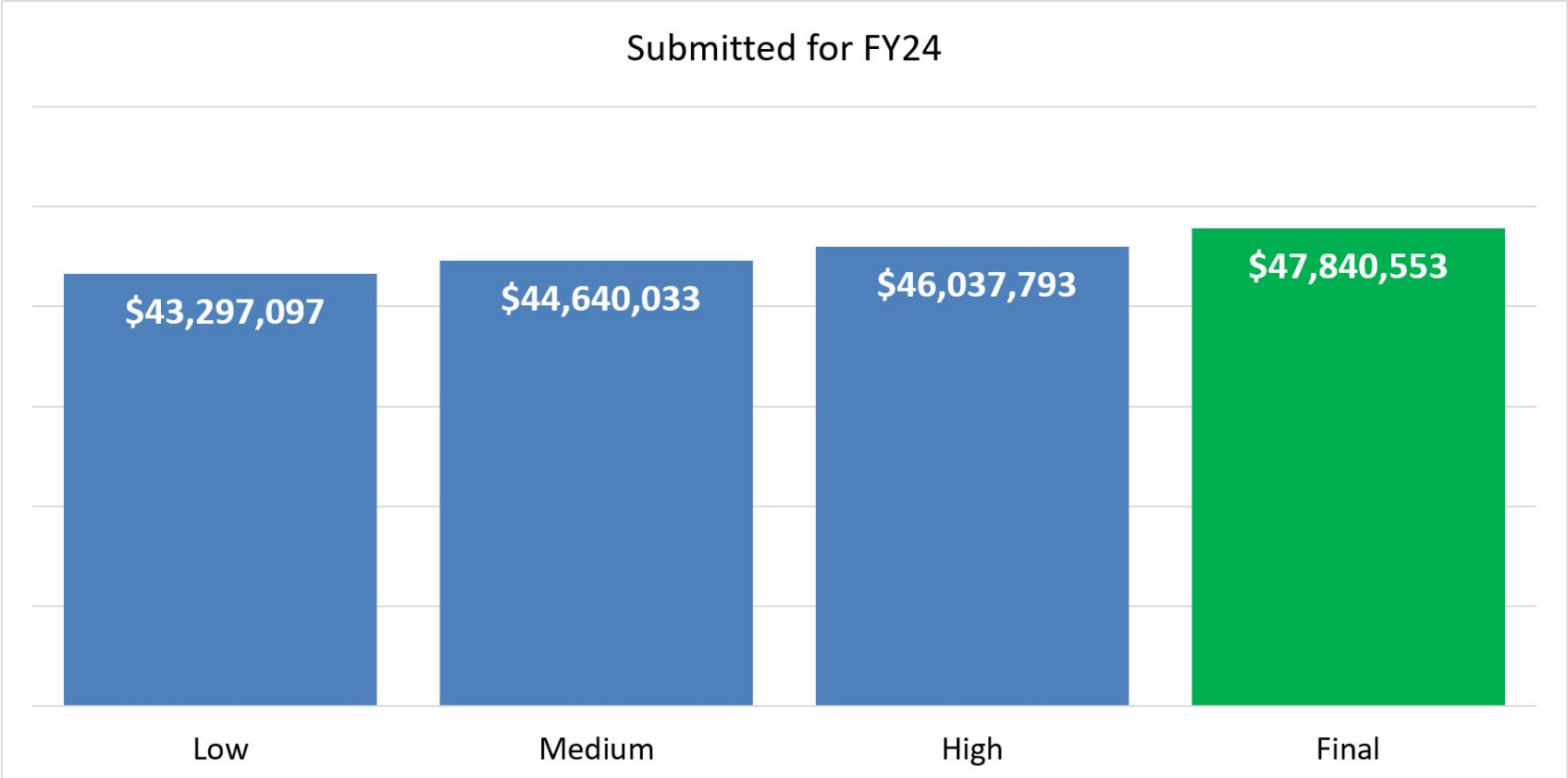
## **IBUC, International Blaise Users Conference**

- *What was experienced by skilled Blaise programmers to transition from Blaise 4.8 to 5.0* – Dave Dybicki and Peter Sparks
- *Creating a Respondent Self-Scheduling: Interface Using Blaise 5* - Andrew Hupp, Peter Sparks and Andrew Piskorowski
- *Video Interviewing: An Overview* – Andrew Hupp
- *Video Interviewing at the University of Michigan* - Andrew Hupp, Youhong Liu, and Karl Dinkelmann

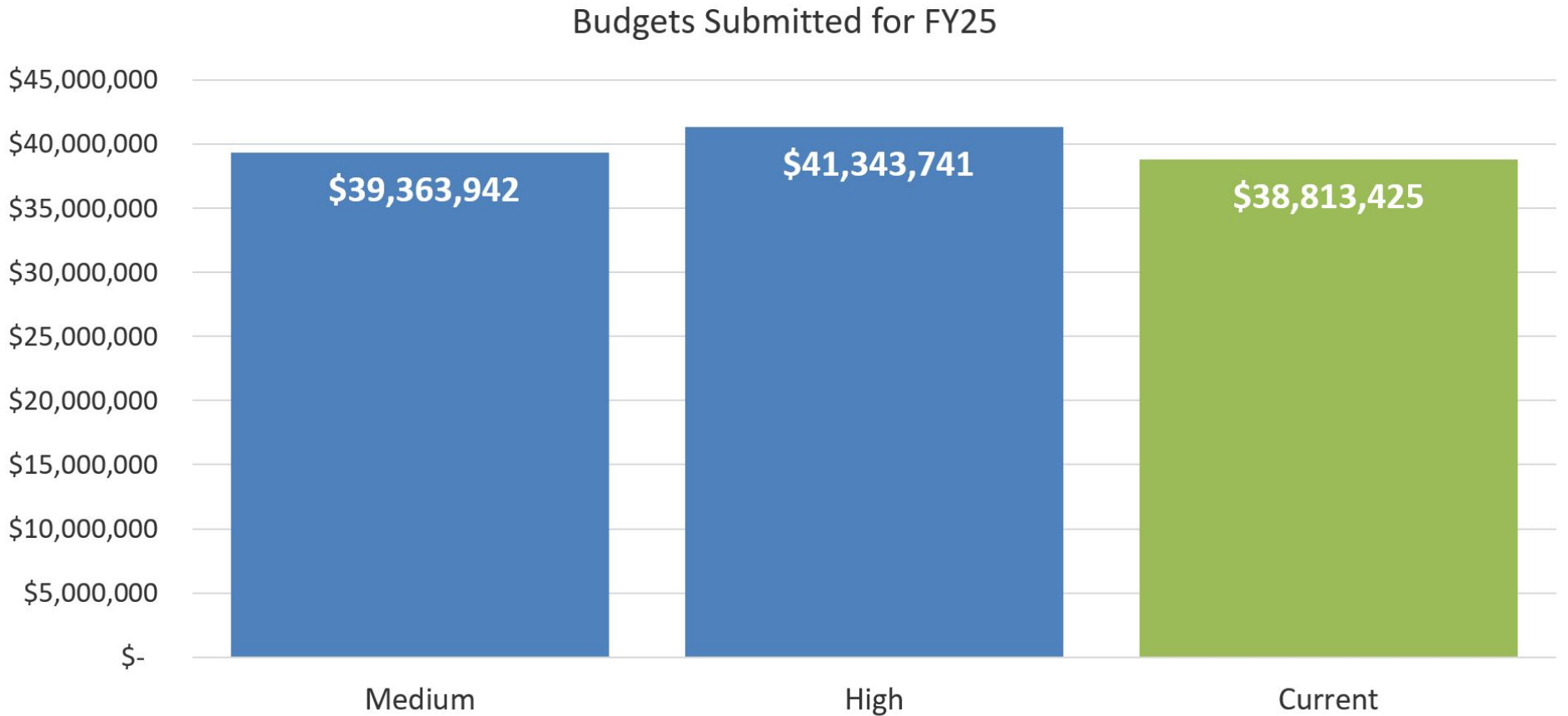
## **BCLUB, Blaise Corporate License User Board meeting**

- SRO presented the *U-M Update*, covering Sample Management Systems and Blaise 5, Device Instrument Manager, Write Interceptor, and Blaise production SQL server Replication – Karl Dinkelmann

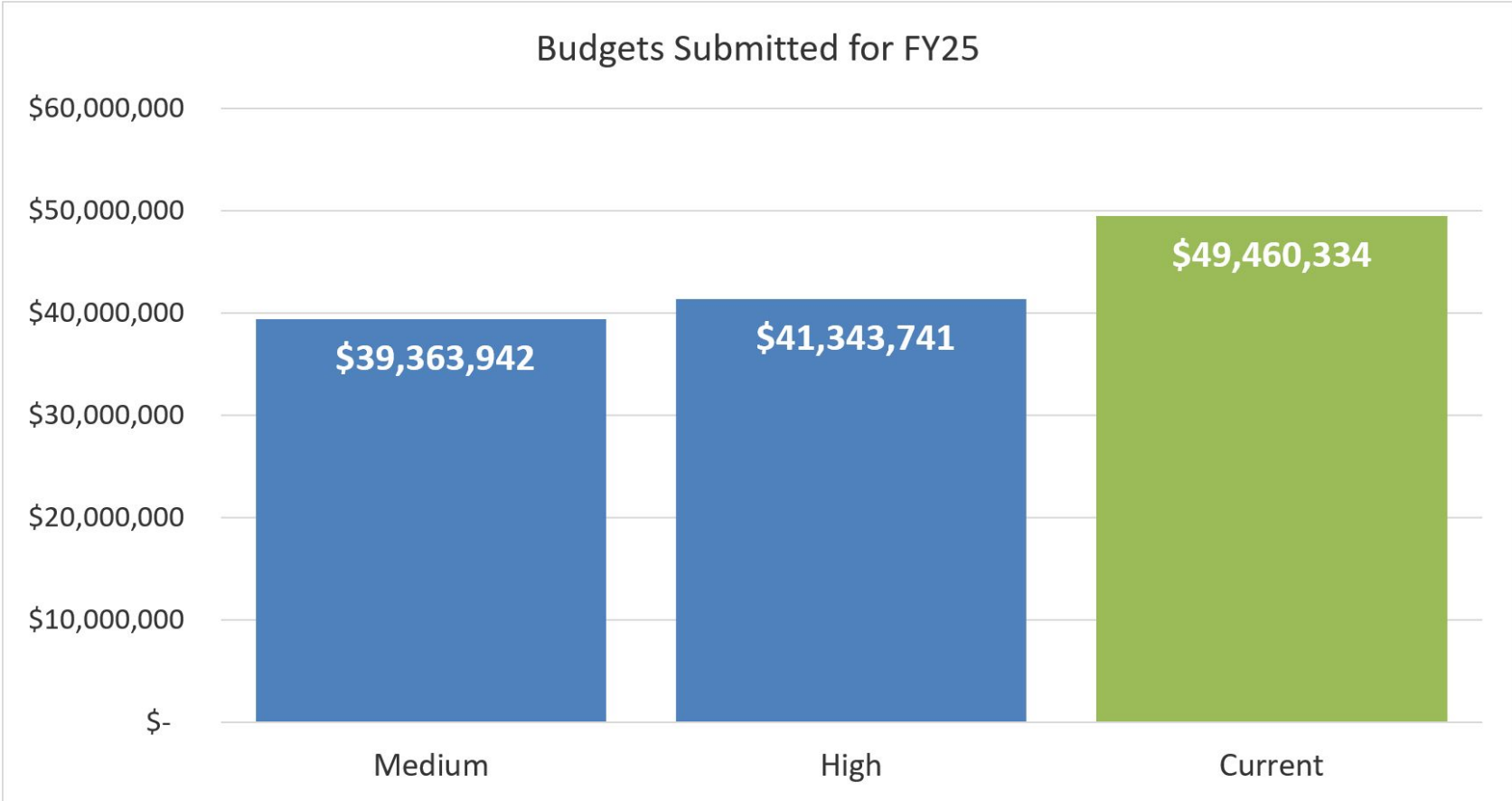
# Fiscal Year 24 financial summary



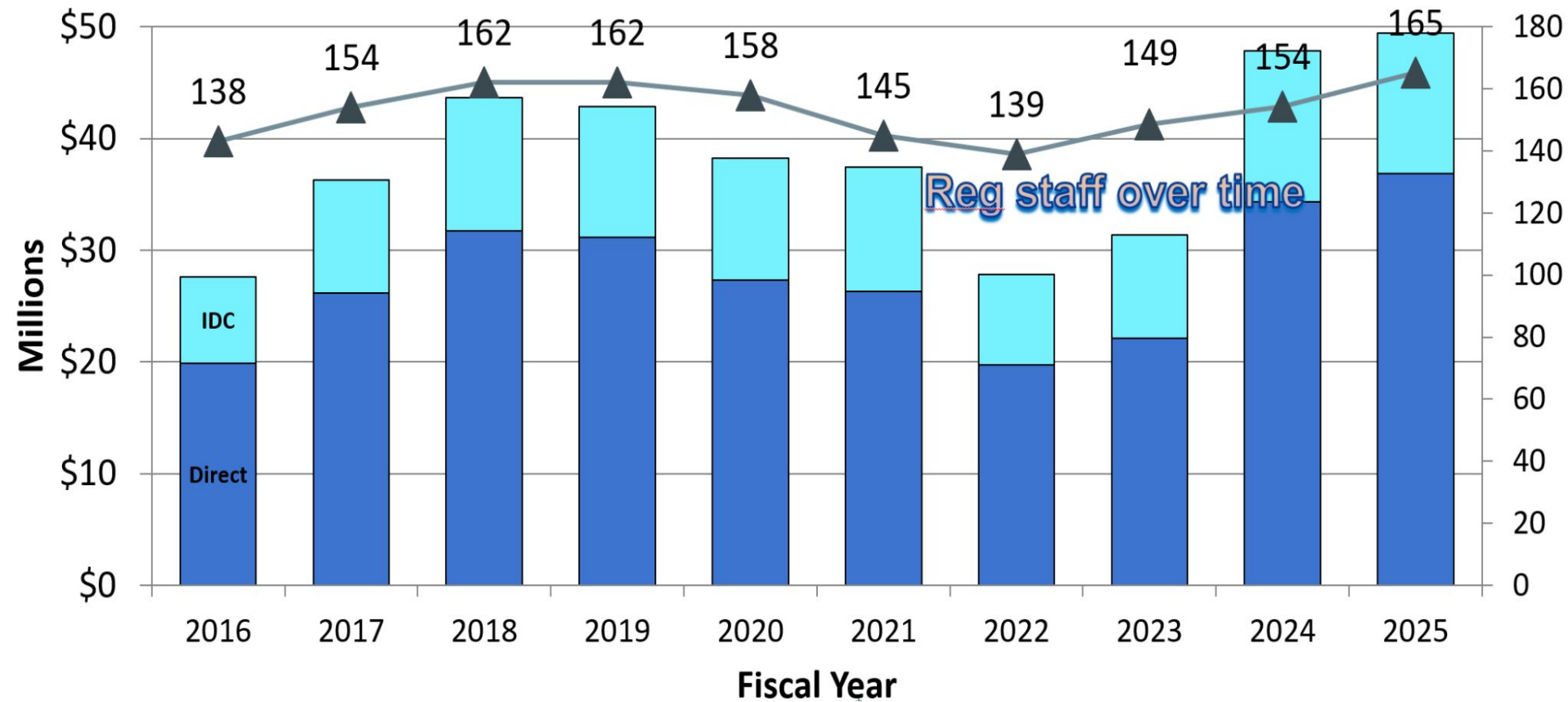
# Fiscal Year 25 financial outlook – June 2024



# Fiscal Year 25 financial outlook – December 2024



# SRO revenues and regular staff over time



# SRC Interviewer Task Force

## The Charge:

1. Summarize what is currently known about factors making it difficult to hire and retain IWers;
2. Summarize what is known about methods for improving IWer performance;
3. Make recommendations about steps that SRC can take to improve hiring and retaining IWers, and to improve the quality of the IWer workforce.



# SRC Interviewer Task Force

## **Committee:**

SRC faculty from major projects/programs

Nicole Kirgis (chair), Grant Benson

SRO analysis team: Wen Chang, Ji Qi, Mark Nathan

...and many other “expert consultants”!

- ★ “Phase I” report delivered to SRC early October; presentation to SRC faculty early November; presentation to LSoA Network Symposium mid-December
- ★ SRC support for next steps
- ★ Watch for summary to SRO early in 2025!



# U-M Electronic Work Agreements

- U-M has rolled out a new electronic version that will be completed by the employee via a form in Wolverine Access (Employee Self Service, 'Remote Worker' option)
- We need to enter the data from the forms we filled out for this year (effective 9/1/2024) into the new format
- We expect all terms of the agreements to remain the same; we are not changing anything through this process
- We have documentation for how to complete the form and will send it out after today's meeting
- Forms are due by the end of December
- Many thanks to those who helped us test the form!





# Q & A

# Welcome New Staff

Shonda Kruger Ndiaye  
she / her / hers



# Dedra Campbell

she / her / hers

**Survey Specialist Senior**

**Project Design and Management Group**

- Born & raised in Flint, Michigan
- Received BA, MA & PhD from MSU
- Pivoted from being a professor to corporate life
- Favorite activities -- traveling and hanging out with husband and 4 children
- Guilty pleasure: Binging BRAVO/Netflix reality shows on a dreary day with good snacks - ALONE!



# Jackson Collier

he / him / his

**Survey Specialist Associate**

**Project Design and Management Group**

- Originally from Little Rock, Arkansas
- Moved to Ann Arbor in July of 2023
- B.A. in English and History, J.D.
- Hobbies: reading (music autobiographies and oral histories), dabbling in novel-writing, playing basketball, watching college sports, cooking - especially grilling/smoking meats, listening to all types of eras of music, spending time with his cats, and exploring Ann Arbor with his fiancée, Aubrie



*Returned to  
SRO!*

# Minako Edgar

she / her / hers

**Data Scientist**

**Design, Methodology and Statistical Support**



- Originally from Tottori, Japan
- Masters degree in Environmental Science and GIS (U-M), graduate certificate in Data Science (Harvard)
- Worked at SRO from 2011 to 2022, returned in July
- While away: spent time practicing coding, baking and kickboxing, while living in Nagoya, Japan

# Chelsea Graham

she / her / hers

**Survey Specialist Intermediate**

**Project Design and Management Group**

- PhD candidate in general psychology at Capella University
- Worked at Michigan Medicine for 10+ years
- Obsessions: Halloween/autumn, her dogs, roller coasters, Michigan football, traveling, animals in all shapes and sizes
- Volunteers for USAF in her free time





# Mouna Mana

she / her / hers

**Survey Specialist Intermediate**

**Project Design and Management Group**

- PhD in Education Psychology
- From Los Angeles!
- Roots in Algeria & Morocco
- Languages: Arabic, French, Spanish (some highly unprofessional Kabyle/Amazigh)
- Loves: her son, family, poetry, books, cats, coffee & chocolate, world cuisines, art, nature walks



# Kyle Proctor

he / him / his

**Software Architect**

**Technical Services Group**



- Spent the last 19+ years at IBM Cybersecurity Services before joining SRO/TSG
- Originally from Western Michigan; lived on this side of the state for the last 19+ years
- Likes to mountain bike, backpack, and play ice hockey



*Returned to  
SRO!*



# Dan Tomlin

he / him / his

**Survey Specialist Senior  
Project Design and Management Group**

- Has lived in Michigan his whole life: grew up in Traverse City, college in Grand Rapids
- Has two older dogs. Recently got engaged to his [amazing] fiancée in Scotland
- Started working at SRO in 2012, left for several years, and returned in August!
- Interests: guitar, making music, building models, reading, cooking (or trying to), running, and biking



# Edwina Yang

she / her / hers

**Survey Specialist Associate**

**Project Design and Management Group**

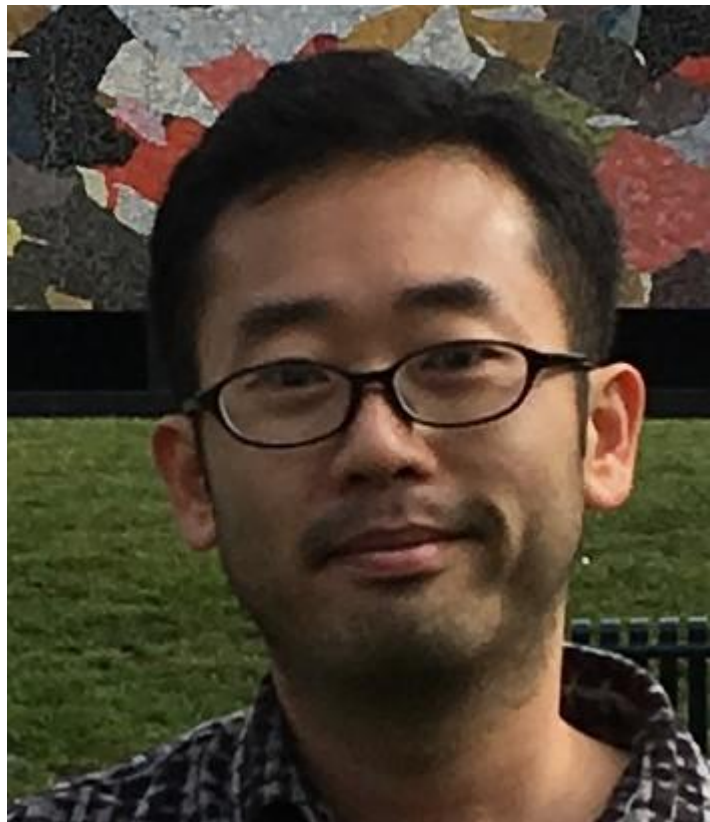
- Grew up in Taiwan; moved to Ann Arbor in 2012 for master's degree
- Has a food blog called Cooking in Chinglish
- Enjoys playing puzzles, listening to podcasts, and traveling with family

# Chia Chye Yee

he / him / his

**Statistician Senior**

**Design, Methodology and Statistical Support**



- PhD in Statistics from U-M
- Worked as a statistician for Michigan Medicine, providing support in analysis and data visualization (incl. developing R Shiny applications)
- Worked as a quantitative finance analyst at Bank of America
- Enjoys reading sci-fi, and playing both video games and tennis

# Centerpiece Giveaway

Shonda Kruger Ndiaye  
she / her / hers



# Scavenger Hunt

Ryan Neice  
he / him / his



# Thank you SRO!