Program
18th May

Opening

0830 – 0900  Registration
0900 – 0910  Welcome by Gustav Haraldsen, Statistics Norway
0910 - 0930  Opening Speech by Anne Sundvoll, Director, Department of Data Collection, Statistics Norway
0930 – 1000  Introduction of attendees

State of the Art

1000 – 1045  Comprehensible questionnaires: what helps, what hampers? Presentation by Rachel Vis-Visschers, followed by a roundtable discussion

1045 – 1100  Coffee Break

Session 1  Optimizing the effects of questionnaire testing in survey quality

1100-1450  Chair: Paul Kelly
Dave Lawrence  Questionnaire Testing for Business and Establishments
Gustav Haraldsen  Relations between Cognitive Problems and Statistical Bias
Jennifer Childs  Benefits of Concurrent Cognitive and Usability Testing
Jennifer Romano
Erica Olmsted-Hawala
Elizabeth Murphy
1200 – 1300  Lunch
Bente Hole  Laying the foundation for good survey questions
Merja Kallio-Peltoniemi  Testing of concepts – trust as an example
Ellen-Merete Duvold  Testing of questions about working hour patterns.
Carol Cosenza  Using split ballot testing to evaluate findings of how to best measure health knowledge questions
Lyn Kaye  Using multiple methods to understand ethnicity response
Chair  Summary and conclusions from session1

1450 – 1520  Refreshments

Session 2  Analyzing test results – how standardized are we, after all?
1520-1630  Chair: Gordon Willis
Helena Bäckström  Standardization at Statistics Sweden – experiences and challenges
Gunilla Davidsson
Anders Persson
Joanne Pascale  Health Insurance Measurement: A Synthesis of Cognitive Testing Results
Chair  Summary and conclusions from session 2
1830  Dinner at the hotel
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<th>Time</th>
<th>Session 3: Multimode surveys and testing</th>
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<tr>
<td>0900-1030</td>
<td>Chair: Carol Cosenza</td>
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<tr>
<td>Michelle Gray</td>
<td>The design and testing of questions for mixed-mode surveys: Lessons learnt and considerations for the future</td>
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<td>Lucy Tinkler</td>
<td>What do respondents want and expect from electronic self-completion surveys? A discussion</td>
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<td>Rachel Vis-Visschers</td>
<td>How to present “don’t know” in web surveys</td>
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<tr>
<td>Elisabeth Gulløy Gustav Haraldsen Aina Holmøy Marit Wilhelmsen</td>
<td>Testing questions on sexual identity: experiences from optional data collection modes</td>
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<td>Chair</td>
<td>Summary and conclusions from session 3</td>
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<tr>
<th>Time</th>
<th>Session 4: Testing survey instruments for multi-language or cross-cultural surveys</th>
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<td>1030-1500</td>
<td>Chair: Gustav Haraldsen</td>
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<tr>
<td>Gordon Willis</td>
<td>What Kinds of Problems Does Cross-Cultural Pretesting Reveal?</td>
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<td>1050 – 1110</td>
<td>Coffee Break</td>
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<tr>
<td>Margaret Blake</td>
<td>Challenges in designing and testing questionnaires to be administered in multiple languages on sensitive topics.</td>
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<td>Elisabeth Gulløy</td>
<td>Experiences from testing public user satisfaction surveys “adapted” to the immigrant population in Norway</td>
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<td>Ruth Wallis</td>
<td>Dual-development of the 2009 Rehearsal England and Wales Population Census Questionnaires</td>
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1230 – 1330  |  Lunch
José Padilla  |  A proposal of best practices for conducting cognitive interviewing in cross-cultural/national surveys

Chair  |  Summary and conclusions from session 4
1415-1500  |  Roundtable discussion

**QUEST 2011** - Plans and committees

1510-1630  |  Chair: Elisabeth Gulløy
Planning committee QUEST 2011
Planning committee - preparatory meeting

1700 – 1900  |  Sightseeing by foot in Bergen
1900  |  Workshop dinner at Fløien Folkerestaurant

20th May

**Session 5**  |  Technical challenges and tools

0900-1000  |  Chair: Lyn Kaye
Karen Blanke  |  Cognitive Interviewing: How to manage qualitative data
Sabine Sattelberger  |  Q-notes: Development and use of analysis software for cognitive interviews to examine survey question comparability

Kristen Miller  |  Q-notes: Development and use of analysis software for cognitive interviews to examine survey question comparability

Chair  |  Summary and conclusions from session 5
1000 – 1030  |  Coffee Break

**Session 6**  |  Closing Session

1030-1230  |  Chair: Kristen Miller
Gordon Willis  |  Life after QUEST 09: workshop output, website future, subcommittees

1130 – 1230  |  Wrapping up and looking forward
1230  |  Lunch