

Statistics Norway



Statistisk sentralbyrå

QUEST workshop

Bergen, Norway
18th to 20th of May 2009

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
Jennifer Romano and Usability Testing
Erica Olmsted-Hawala
Elizabeth Murphy

1200 – 1300

Bente Hole

Lunch

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 session 1

1450 – 1520

Refreshments

Session 2

Analyzing test results – how standardized are we, after all?

1520-1630

Chair: Gordon Willis

Helena Bäckström
Gunilla Davidsson
Anders Persson

Standardization at Statistics Sweden – experiences and challenges

Paul Kelly

Developing Standard Questions for Surveys – Do Standard Questions Work?

Joanne Pascale

Health Insurance Measurement: A Synthesis of Cognitive Testing Results

Chair

Summary and conclusions from session 2

1830

Dinner at the hotel

Session 3

Multimode surveys and testing

0900-1030

Chair: Carol Cosenza

Michelle Gray

The design and testing of questions for mixed-mode surveys: Lessons learnt and considerations for the future

Lucy Tinkler

What do respondents want and expect from electronic self-completion surveys? A discussion

Rachel Vis-Visschers

How to present "don't know" in web surveys

Elisabeth Gulløy
Gustav Haraldsen
Aina Holmøy
Marit Wilhelmsen

Testing questions on sexual identity: experiences from optional data collection modes

Chair

Summary and conclusions from session 3

Session 4

Testing survey instruments for multi-language or cross-cultural surveys

1030-1500

Chair: Gustav Haraldsen

Gordon Willis

What Kinds of Problems Does Cross-Cultural Pretesting Reveal?

1050 – 1110

Coffee Break

Margaret Blake

Challenges in designing and testing questionnaires to be administered in multiple languages on sensitive topics.

Elisabeth Gulløy

Experiences from testing public user satisfaction surveys "adapted" to the immigrant population in Norway

Ruth Wallis

Dual-development of the 2009 Rehearsal England and Wales Population Census Questionnaires

Stephanie Wilson

Data Quality in Cognitive Interviewing: A new perspective on standardizing probes in multi-language and multi-cultural projects

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
Sabine Sattelberger

Cognitive Interviewing: How to manage qualitative data

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