# Table of Contents

INSTRUCTIONS TO TRAINER ........................................................................................................ 1  

CHAPTER A. ORIENTATION AND INSTRUCTION ..................................................................... 9  

The Enumerator's Job .................................................................................................................. 17  

CHAPTER B. CONFIDENTIALITY AND DATA FALSIFICATION ............................................. 18  

CHAPTER C. INTRODUCTION TO THE SURVEY QUESTIONNAIRE ................................. 23  

CHAPTER D. THE INTERVIEW ............................................................................................... 35  

CHAPTER E. BASIC INTERVIEWING RULES .......................................................................... 111  

CHAPTER F. INTERVIEWER'S ASSIGNMENT SHEET ............................................................ 119  

CHAPTER G. PAIRING FOR ENUMERATION .......................................................................... 123  

CHAPTER H. PAIRED EXERCISE FOR FILLING OUT THE QUESTIONNAIRE ................... 128  

CHAPTER I. REVIEW OF QUESTIONNAIRE .......................................................................... 133  

CHAPTER J. MAP READING .................................................................................................... 135  

CHAPTER K. CANVASSING ....................................................................................................... 139  

CHAPTER M. CANVASSING AND LISTING EXERCISES ..................................................... 171  

CHAPTER N. COVERAGE AND USE OF THE ISR ................................................................. 183  

CHAPTER O. USING THE ENUMERATOR INSTRUCTIONS ............................................... 190  

CHAPTER P. WORK PROCEDURES FOR SPECIAL SITUATIONS ...................................... 195  

"WHAT WILL I DO IF ...." ...................................................................................................... 209  

CHAPTER Q. PAY AND SAFETY ............................................................................................ 210  

CHAPTER R. PROGRESS AND COST REPORTING ............................................................... 211  

CHAPTER S. SUMMARY .......................................................................................................... 218
INSTRUCTIONS TO TRAINER

The key to an effective training session is preparation. If you are prepared in advance, your confidence will be apparent to the trainees. No amount of classroom techniques or showmanship can overcome the handicap of not knowing your subject matter.

A. STUDY THE TRAINING MATERIALS IN ADVANCE OF THE SESSION

Read and study all the training materials well in advance of the session, which includes this training guide and any manuals, workbooks, questionnaires or other materials used in the training session. Don't be concerned about your presentation during this initial reading; concentrate instead on understanding the operation. If you do not understand a particular part, look for additional information in the manual. If necessary, ask your supervisor for assistance. Be certain that you understand every phase of the operation before the training sessions begin.

B. SCAN AND REVIEW THE TRAINING GUIDE

Scan and review the entire training guide several days before the session begins. At this point, begin to concentrate on your presentation and the types of questions the trainees are likely to ask.

C. PREPARE FOR THE SESSION

C1 Seating Arrangement

a Arrange the seats and tables so each trainee can easily hear you and see you and any training aids you may use. Provide enough table space so each trainee has room to spread out various training aids if necessary. Also, see that ash trays are provided, if smoking is permitted.

b Organize the room so that you are facing the door. This assures less disruption and distraction if someone comes in or goes out.

C2 Name Cards
Prepare name cards for the trainees in advance of the session. Then prepare a seating chart, keeping in mind that those trainees with a sight or hearing problem should be seated toward the front of the room.

C3 Have Materials Ready

There is a list of materials needed by both you and your trainees at the back of this chapter. Several days before the training session, make sure you have all the needed materials. Note those places in the training guide which ask you to demonstrate or hand materials to the trainees, then have the materials organized and on hand so you don't interrupt the session by having to search for them.

C4 Scan and Review Each Day's Training the Night Before

Scan and review each day's training the night before. By now you should be thoroughly familiar with the materials, and this review will serve as a refresher.

C5 Final Steps

a Place the training materials at each trainee's place (see materials needed in section G)

b Verify that the lighting and ventilation are adequate.

c Determine the locations of water fountains, restrooms, lunch facilities, and smoking areas. Give the trainees this information at the beginning of the session.

D. HOW TO USE A VERBATIM TRAINING GUIDE

D1 Why We Use Verbatim Training Guides

The training guides used by the Bureau of the Survey, and that we will use here, are called verbatim because they are to be read word-for-word to the trainees.

a Verbatim guides ensure uniform training. At the same time you are training your group of trainees, all other crew leaders will be using the same training guide in other sessions.

b Verbatim guides control the cost and time of training. The entire training package suggested schedule is on the inside front cover of this training guide. A specific amount of money is budgeted for the training of each survey operation. Through the use of uniform training, the costs will remain within the budget, and the trainees will receive standardized training to prepare them for their jobs.
Most supervisors do not have the time or resources to design and prepare a training program. The guide frees the supervisor from the burden of preparing his or her own training program.

D2  Rules for Using a Verbatim Training Guide

a  Read this guide word for word when training. The text you are to read aloud is typed in lower-case letters and looks like this:

Good morning. I am ________________ . Today I am going to tell you about your job.

b  This verbatim guide is being used in modified form in several different places. You may need to adapt your instructions slightly if some other place is used as example. When this happens, put in information about your own Area instead.

c  Follow instructions in the guide carefully. A number of symbols are used throughout the guide to tell you what to do, for example:

1)  A "Q" always precedes a question you are to ask, and an "A" always precedes the expected answer.

   For example:

   Q.  Can you tell us some of the uses of Survey or survey figures, Mr(s). ____________?
   A.  They are used to determine eligibility for grants, funding for public works, education, job training, redistricting of a legislature, etc.

   You may not always receive the answer exactly as worded in the training guide, but the answer should include the information shown.

2)  A line following a question means you should call on a trainee by name to answer the question or to carry out the action that you ask for.

   For example:

   Q.  What introduction do I use, Mr(s). ____________?

3)  Words in parentheses and in upper-case letters are instructions to you. Do not read these instructions aloud, just take the action.

   For example:
(GIVE EACH TRAINEE A COPY OF THE MANUAL)

4) Pause briefly whenever you come to dashes located within a sentence, the instruction to (PAUSE) is usually located between two sentences or paragraphs.

For example:

Write down these numbers as I read them to you.

(PAUSE)

The numbers are: 001 — 005 — and 006.

5) Boxed items are illustrations of materials trainees are asked to read to themselves. Reading the materials in the guide will prepare you for questions and help you allow proper time for the trainees' reading.

For example:

Plans for the 2012 Survey

The 2012 Survey will be a count of the population and housing units of Micronesian migrants in Saipan, Guam, and Hawaii. Each person and each housing unit will be enumerated.

Enumerators will travel every road and path to identify all places where Micronesians live, and complete a Survey questionnaire for every housing unit.

E. CLASSROOM TRAINING TECHNIQUES

E1 Signs to Watch For

Although the training guide tells you what to say and do throughout the session, merely reading a guide does not ensure an effective training session. Only you, the trainer, can make the session effective. You must watch for signs that reflect how well the trainees are learning and how well you are holding their attention. Signs to watch for include trainees' participation in class, their answers to your questions, and their own questions to you.
E2 Techniques to Use

If you follow the training techniques listed below, you should be able to sustain the attention of the class and will guide the trainees to an effective learning experience.

a. Study this guide (See page 1)

b. Know the other training materials (See list at end of this chapter)

c. Stand when you conduct training. In doing so, you will gain in two ways. First, you will have better control of the class because you can see each trainee and the signals of frustration, hearing difficulty, doubt, etc., that his or her face reflects. Second, your voice will carry better without undue effort on your part.

d. Maintain eye contact with your trainees. Look up from your reading whenever you see (pause) and at the end of a paragraph. If someone looks confused or troubled, stop to ask the person if he or she is having any problem understanding the material. As you gain experience, you will master keeping eye contact while reading. You might find it helpful to use a pencil or your finger on the guide as you read to allow you to look up without losing your place.

e. Guard against distracting habits such as jingling coins, twirling a pencil, or tossing chalk. You do not need to remain completely still, but remember that you want your trainees to pay attention to what you are saying.

f. Speak clearly and convincingly.
   1) Make sure everyone in the room can hear you without difficulty.
   2) Read at a normal rate of speed. Reading too fast or too slow will cause the class to lose attention.

g. Admit it if you don't know an answer.
   1) Do not fumble around for an answer or, still worse, give the wrong one. Never bluff!!
   2) Look up the answer with the help of the class.
   3) If the subject is not covered in your materials, tell the class you will give them the answer after you speak to your supervisor. Then be sure that you do.
h  Read the guide exactly as it is written. Do not omit anything unless you are instructed otherwise.

i  Limit discussions. Class participation is a key to effective training, but it must be used wisely. Do not let trainees' eagerness throw the session far off schedule. The following techniques will help you control the class without destroying the trainees' willingness to participate.

1) If a trainee asks a question about a point covered later in the guide, tell him or her to hold the question because you will cover it later. Sometimes, you should ask the trainee to make a note and hold a question even if you do not know if it is covered later in the guide. Most questions anticipate material which will be covered later in the training.

2) If a discussion gets out of hand, interrupt the discussion. tell the trainees why you must end the discussion, then continue with the guide. If a trainee persists in pursuing a point, ask him or her to see you during a break, at lunch, or after class. Remember, you are working on a schedule, and you must make every effort to complete the training within that time.

j  Do not call on the eager trainees all the time. Try to bring your more reserved trainees into discussions.

k  Encourage trainees to learn. Be tactful when handling incorrect answers. Do not embarrass the trainee, but try to lead him or her to the correct answer. Acknowledge correct answers by saying, "good," "that's right," etc.

l  Use practice exercises and interviews effectively. This guide contains many practice exercises and interviews. These are the most important parts of the training because they give the trainees opportunities to practice tasks they will do on the job. You must monitor these sections closely to be sure trainees perform correctly. Bad habits learned in training will carry into actual work. Correct errors in class before the trainees begin work. Do the following for each practice exercise or interview:

   Read the directions to the class slowly and clearly. Be sure each trainee understands what is expected. Repeat the directions if necessary. See that trainees have the necessary materials.

m  Follow time directions for the exercises. Certain class exercises have been designed to occupy specific periods of time. You will see directions in the guide to time these exercises. Write the starting time on the guide page as a reminder. Then stop the exercise promptly even if some trainees are not through. It is important that every trainee makes a conscientious effort to
work the exercises, not that each one fills every answer blank in the workbook. Extend the time only if you are running ahead of the suggested schedule.

F. USE OF FORM D-275, RECORD OF TRAINING

F1 Use of Form D-275 Before Class

a The Record of Training lists perspective trainees in column (b). This report is both an attendance record and a notice to the office of the location of the session.

b If training is to take place more than two days after trainees were notified to report, contact the trainees to remind them of the session.

c If a trainee is no longer interested in the job, print "will not attend" in column (i), Remarks, along with the session. If a replacement is selected before the training session, add the name and address in column (b).

F2 Use of Form D-275 During and After Class

a At the start of the session, use Form D-275 to determine if all trainees are present. At the first break or at lunch, try to contact any trainee who failed to show up. Print the reason the person did not attend in the "Remarks" column.

b Return the D-275 to the Survey/Survey Office no later than one day after the training session.

G TRAINING MATERIALS

G1 Materials for the Instructor

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>D-2A</td>
<td>Population and Housing Questionnaire</td>
</tr>
<tr>
<td>D-20</td>
<td>Individual Survey Report</td>
</tr>
<tr>
<td>D-31</td>
<td>Privacy Notice</td>
</tr>
<tr>
<td>D-40</td>
<td>Envelope for Individual Survey Report</td>
</tr>
<tr>
<td>D-649</td>
<td>Guide for Training Enumerators (This guide)</td>
</tr>
<tr>
<td>D-649.1</td>
<td>Enumerator Workbook</td>
</tr>
<tr>
<td>D-649.2</td>
<td>Training Address Register</td>
</tr>
<tr>
<td>BC-109</td>
<td>Name Card (6)</td>
</tr>
<tr>
<td>D-561</td>
<td>Questionnaire Reference Book</td>
</tr>
<tr>
<td>Pencils and Pens</td>
<td></td>
</tr>
<tr>
<td>D-275</td>
<td>Record of Training</td>
</tr>
<tr>
<td>D-1705</td>
<td>Oath of Office</td>
</tr>
<tr>
<td>D-308</td>
<td>Daily Pay and Work Schedule</td>
</tr>
<tr>
<td>Eraser</td>
<td></td>
</tr>
</tbody>
</table>
Holder Badge, clip-on ID
Marker
Pad
D-115     Survey Map Pouch
Materials for Each Enumerator Assignment

G2    Materials for Trainees

D-20     Individual Survey Report
D-31     Privacy Notice
D-40     Envelope for Individual Survey Report
D-649.1  Enumerator Workbook
D-649.2  Training Address Register
BC-110   Enumerator ID Card
D-561    Questionnaire Reference Book
Pencils
Sharpener
Holder Badge, clip-on ID
CHAPTER A. ORIENTATION AND INSTRUCTION

NOTE TO THE TRAINER: INSTRUCT YOUR TRAINEES TO REPORT TO THE TRAINING SITE BETWEEN 8:00 A.M. AND 8:30 A.M. FOR ORIENTATION AND TO COMPLETE THE APPROPRIATE FORMS (AS INSTRUCTED BY YOUR SUPERVISOR). ALL TRAINEES SHOULD COMPLETE THE PAPERS BEFORE TRAINING_begins.

THE TEXT THAT YOU WILL READ TO YOUR TRAINEES BEGINS ON PAGE A-2. READ THIS MATERIAL ALoud, WORD FOR WORD (AND FOLLOW THE INSTRUCTIONS IN PARENTHESES) TO ADMINISTER THE OATH OF OFFICE AND TO TRAIN YOUR GROUP.

IF ANY TRAINEES COME LATE, HAVE THEM COMPLETE THEIR APPROPRIATE FORMS DURING A BREAK OR DURING LUNCH; SWEAR THEM IN AT THAT TIME USING THE VERBATIM TEXT.

A. AS THE TRAINEES ARRIVE

A.1 Introduce Yourself

Good morning, welcome to the training session for enumerators for the 2012 Survey of Micronesian Migrants. My name is _____, and I am here to train you to be enumerators.
Before we begin, let's take a few minutes to get acquainted. (HAVE TRAINEES INTRODUCE THEMSELVES. AS THEY DO THIS, MARK AN "X" ON THE ATTENDANCE FORM. LATER, CONTACT ANYONE WHO DID NOT SHOW UP.)

Let's talk for just a moment about your job. You were hired as enumerators. This means you are responsible for completing the Survey for the island areas assigned to you. You will be going on a pre-selected sample of households from your island area. You will go out and canvass, list addresses, map circle, conduct interviews, and complete questionnaires. You also will update a map when necessary.

We have one short break scheduled during each session, about mid-way through. (TELL THE TRAINEES WHERE RESTROOMS, WATER FOUNTAINS, AND EATING FACILITIES ARE LOCATED. TELL TRAINEES THAT SMOKING IS NOT PERMITTED IN THE CLASSROOM, AND TELL THEM WHERE THEY CAN SMOKE.)

(ALLOW TIME)

An important responsibility of your job is that of protecting the confidentiality of Survey information. During your work as an enumerator, you're going to be collecting confidential Survey information. You must NOT show any materials you collect to anyone who is not a SWORN SURVEY EMPLOYEE. This includes your husband, wife, or any other members of your family, or friends.
One of the reasons the Federated States of Micronesia government is successful in collecting information is that people know that Survey workers are sworn to secrecy. These are not only laws, they are traditions that the government’s statistical workers have long been proud to uphold.

Laws provide that information given on a Survey can be published only in summary form — never in a way that would identify a specific individual. The same law prohibits your governments from passing on information about individuals to any other government agency — FSM, any U.S. state or territorial, or local. Survey information cannot be used for regulation, taxation, or investigation.

Under the law, you can be penalized if you reveal any information about individuals, their households, or their places of residence to any unauthorized person. Do not permit unauthorized persons to accompany you while you work, or to see Survey forms or records. Do not discuss whom you visit or what you are told in your work. This restriction applies to members of your family and friends. The only "authorized" persons are sworn Survey Office employees.

(PAUSE)

Not only do you have to refrain from discussing information about individuals and prevent people from looking over your shoulder while you work, you have to safeguard your records and materials. Do not leave materials in your car overnight, or lying about the house where family or visitors might pick them up. Take the simple precaution of carrying your materials into your home and putting them away in a drawer or cabinet.
If something should happen, and you lose part of your materials such as a filled-out questionnaire, report that to us right away.

Are there any questions?

(ANSWER QUESTIONS)

Again, my name is _______. It will be my job to train you, then the supervisors will monitor your work, and to help with any problems you may encounter on the job. The telephone number where we can be reached is______________.

I am reading from a verbatim training guide. This means that everything that I am saying to you is being read word for word. All enumerators in Guam, Saipan, Hawaii and the U.S. Mainland will receive exactly the same training.

(PAUSE)

We will be involved in collecting Survey information about persons and housing characteristics.

Here is how it works — in general terms. You will go to certain pre-selected housing units in order to obtain Survey information about the people and the housing they live in. Your job is to make sure that an accurate and complete Survey sample of the people and housing units in your assignment area is conducted.
During your training, take an active part in what happens here.

YOU are responsible for learning your job, and the more you learn here, the easier your job will be in the field. When you are called on to take part in class, do not be afraid to make a mistake. If you happen to make a mistake here, we can correct it together before you begin the actual enumeration.

Let me encourage you to ask questions. If something in the training is not clear, raise your hand and ask. If I do not know the answer, we will look for it in the Enumerator Instructions. If we cannot find the answer together, then I will contact my supervisor and get the answer for you.

Because of the time schedule, there will be times when I'll have to cut off discussion on a question or problem. Many times, answers will be covered later in the training.

Now open your training kit and take out your ID card and plastic ID card holder.

(ASSIST IF NECESSARY)

All Survey employees must wear an official identification card when they are working.
As you can see, we have designed it for you to wear it as a badge. The expiration date is on the front. Read the card to yourself, then print your name in the space provided, and then sign it. Then put it in the plastic holder and pin (or clip) it on.

(ALLOW TIME)

Remember, you must wear this identification badge at all times when you are working. If you lose it, report the loss to the Survey Office immediately. Are there any questions about the ID badge?

(ANSWER QUESTIONS)

Let's talk now about the main operations of the Survey and your part in them.

The 2012 Survey is an inventory of the population and housing of Micronesian Migrants living in Saipan, Guam, Hawaii and Kansas City and Portland, OR on the US Mainland.

As the number of Micronesian migrants in these areas has grown and developed, the need for basic, statistical information has increased greatly. The U.S., Hawaii, and the territories are no longer the only users of Survey statistics. Your National and State governments also need the information for planning for your possible return, and the return of others like you.

Accurate Survey information can be very important to your governments and the local communities. Your political influence and financial standing in the U.S. and in local government could be affected if full and accurate information is not collected.
Our pocketbooks could be affected, also. The federal and State governments now spend a considerable amount of money in this area and in your home area. This distribution is based, in part, on our population and its characteristics. This money makes many local services possible. The Compact of Free Association require the kind of information we are obtaining.

In addition, government planners need accurate information in order to create and maintain necessary social and economic programs without wasting money. The goods and services we buy would cost even more if business and industry were handicapped by lack of factual statistics on where people — potential consumers — are located.

(PAUSE)

Counting every person in your sample and the places they live is a tremendous task. Soon, we’ll take a look at how this job is organized and carried out.

Each of you will be assigned a specific island area or areas in which to work, from your own State’s people here. The sample of units will be from the Interviewer's Assignment Sheets. Earlier we asked you to help us get a listing of all the households from your Area, and we selected a sample from those lists.

We use the term STATE for the State in the Federated States of Micronesia and ISLAND or Village for a part of a State – this could be a municipality in the FSM. You will receive an INTERVIEWER ASSIGNMENT SHEET that will have information about your assignment area.
Open your workbook to page 2.

(ALLOW TIME)

In general terms, page 2 lists your main duties as an enumerator. Take a minute to study this page.

(ALLOW ONE MINUTE)

The Enumerator's Job

1. **Canvass**

   Go to each housing unit on the Interviewer Assignment Sheet. Carry an address register with blank listing pages, recording each selected housing unit from the Interviewer Assignment Sheet.

2. **List**

   List in the Address Register, the Control numbers for each living quarters.

3. **Interview**

   Complete a questionnaire for each selected housing unit. Check that all required sections on the questionnaire are complete.

4. **Map Circle**

   Place each housing unit on the map as it is finished.
CHAPTER B. CONFIDENTIALITY AND DATA FALSIFICATION

When you were hired, you said that you would uphold the confidentiality of Survey information. As a Survey taker, you will be working with information that must not be seen by — or discussed with — anyone other than sworn Survey employees. This restriction applies to your friends and to members of your family, including your husband or wife.

The laws of FSM state that information given to the your government can be released only in the form of statistics that in no way identify specific individuals, their families, or their homes.

Under the law, you can be severely penalized if you reveal any information about individuals, or their households or places of residence, to any unauthorized person.

This law, which protects a respondent's right to confidentiality, also requires people to answer Survey questions to the best of their knowledge.

Look in your training kit and take out a Privacy Notice. Read this statement to yourselves now.

(HOLD UP PAD OF NOTICES)

(ALLOW TIME)

(READ THE FOLLOWING PARAGRAPH SLOWLY)
Privacy laws require that any agency collecting information from people advise them of their rights, and we are using those laws for this Survey. Specifically, a person must know that laws describe the information being collected, how the information will be used, whether an answer to a question is required by law, and the consequences of not answering a question. You will show a Privacy Notice to anyone you speak to who will provide information to you during your job as enumerator.

Q. What if the U.S. Internal Revenue Service (IRS) or the FSM Tax office wanted to know a person's answer to a Survey question? Could they find out from your government, Mr(s). and why?

A. No, because our laws assure confidentiality of Survey information.

Q. Could you let a member of your family or a friend look at any address list or map, or accompany you while you're working, and why, ________?

A. No, because he or she is not a sworn Survey Office employee.

Remember, all Survey information about an individual, as well as information that could be used to identify an individual, and his or her family and home, is kept confidential.

(CONTINUE THE TRAINING BELOW)

Now we are going to discuss data falsifying, or the making up of Survey information.

(PAUSE)
Your government’s Statistical Office is the The Factfinder for your country. This title speaks quite highly of the integrity, or soundness, of the statistical data. It also speaks highly of the people who collect and process the basic information — people like you and me.

Of course, the statistics that we help produce will be ONLY as accurate as the basic information that goes into them.

(PAUSE)

Survey information is constantly being reviewed and verified. This includes entries on the address listing pages and maps as well as on the questionnaires. In addition to clerical and field reviews of the entries, individual households may be re-counted to verify the accuracy of the information.

(PAUSE)

If your work is found to be incorrect or incomplete — either because you do not understand the procedures, or due to apparent carelessness on your part — then someone will discuss the problem with you, and you will be instructed to correct the faulty work. The same work will then be looked at a second time, to verify that you now understand the procedures and have corrected the problem.

If your work is found to be incorrect due to making up data, on the other hand, you will be released immediately from your job. We cannot — and will not — employ persons who knowingly falsify information. In addition, laws provide for fines, and even imprisonment, for knowingly turning in false information. Making up information may seem easier than conducting interviews, but remember this: doing so will cost you your job.

(PAUSE)
Before we continue, do you have any questions about what we mean by "data falsification," or about the consequences of turning in made-up information?

(ANSWER QUESTIONS)

Today we will be concentrating on the use of the questionnaire. At the close of today's training you will be able to conduct an interview and correctly complete a questionnaire.

Are there any questions about what you will be doing today?
CHAPTER C. INTRODUCTION TO THE SURVEY QUESTIONNAIRE

Now let us learn about the Survey questionnaire.

(PAUSE)

Please take out a blank questionnaire from your materials. It looks like this.

(HOLD UP QUESTIONNAIRE. ALLOW TIME TO LOCATE.)

Write "Training" in large letters across the top front of the questionnaire.

(ALLOW TIME)

You are going to fill out the questionnaire. I will collect them and rip them up at the end of this exercise to protect the confidentiality of your answers. Be sure to use the black lead pencil in your training kit.

(PAUSE)

Fill out the form as if you were being interviewed. Fill the questionnaire for yourself only and your housing unit. Be sure to read the introduction on the cover of the questionnaire. Do not worry about the "GEOGRAPHY" box in the upper right cover of the front cover for now. We will discuss that a little later. Start on page 1. Are there any questions about what you are to do?

(ANSWER QUESTIONS. REPEAT DIRECTIONS IF NECESSARY. ALLOW 20 MINUTES TO COMPLETE THE FORM. ASSIST TRAINEES AS NECESSARY. WRITE DOWN TIME BEGUN, THEN STOP IN 20 MINUTES.)
This is the way you will fill out the questionnaire in the field. On the average it takes the typical family less than one hour to answer the items on the Population and Housing parts of the Questionnaire.

The problems you had filling out the questionnaire are the same ones you will encounter in the actual enumeration.

(Collect questionnaires. Rip them up.)

Now we are going to discuss the questionnaire in detail to become more familiar with it, and solve some of the problems you may have had. Find another blank questionnaire.

(ALLOW TIME)

Find the "GEOGRAPHY" section on the front cover. Before the interview, you fill out items A to D to identify the household.

After each interview, you must complete items E to H on the front cover and then sign and date on the Back Cover.

(POINT OUT THE GEOGRAPHY SECTION)

Next, we have a household roster — it asks for the name of each person who lived at the address on [March 25, 2012 in Hawaii] [April 1, 2012 in the other Areas].
There are also instructions for filling the household roster on that page. In one fo the appendices to the Enumerator's Instructions, there is a list of people who should be included in the household roster, and there is a list of people who should not be included in the household roster. We will look at that later.

Look at the next box. This question checks for a household who has another home. We call this "usual home elsewhere" or UHE. If everyone listed in the household listing stays at the living quarters only temporarily, print the address of where they usually live in this box. You need to report this to us right away so we can give you a substitute household.

Do you have any questions about page 1, so far?

Turn to pages 2 and 3 and you will see population questions. These pages are called person pages.

Q. Can anyone tell me what member of the household is to be enumerated on pages 2 and 3?

A. The person whose name appears on line 1 in household listing, on page 1.
Now look at pages 2 and 3. These pages show the housing and household items. You will see questions with the letter "H" in front of the question number. The "H" stands for Housing and these are the Housing questions — that is, they ask something about the place where people live. We ask these questions only once, and usually to the household head, or another responsible person. As you look through these, you’ll see we are asking for a lot of information, but this information is important for determining current housing conditions and for planning for appropriate housing in the future.

(PAUSE)

Now turn to page 4.

(PAUSE)

If you look at the top left-hand corner of page 4, you will see that you are to print the name of the person from line 1 of household listing in the blank space provided. All of the questions on pages 4 and 5 are asked about that person.

(PAUSE)

Now turn to pages 6 and 7.

(ALLOW TIME)

These questions on pages 6 and 7 are similar to the questions on pages 4 and 5. You ask these questions about the person whose name appears on line 2 of household listing.
If you will continue turning the pages of the questionnaire, you will see that you have ten sets of these person pages, one for each person.

After the 10th person, on what would be page 26 – on the back cover – you will questions about other people you know on this island from your island or island area. We discussed your individual home area for enumeration earlier, so these are the people we are looking for.

Here, on the back cover, you will also find some questions about other people from your island on this island. We need for you to report these people to make sure that everyone from your island or islands is included in the Survey.

Does anyone have a question about the arrangement or general content of the questionnaire?

Turn back to page 5, and look at question 16a.

Question 16a asks "Does this person speak English at home?"
Q. If you receive a "yes" answer to this question what directions are you to follow, Mr(s). ___?
A. Skip to 17.

This is a "skip instruction." You will find skip instructions throughout the questionnaire. These instructions and explanations are printed in italics.

(PAUSE)

Does everyone see the skip instructions in other questions?

(IF ANY TRAINEE EXPRESSES DIFFICULTY LOCATING SKIP INSTRUCTIONS, HAVE ANOTHER TRAINEE SITTING CLOSE BY POINT OUT ONE OR TWO EXAMPLES ON THE QUESTIONNAIRE.)

Notice that some of the questions are followed by words in italics. These italicized words are enumerator instructions and should not be read to the respondents. For example,

Look at question 26 on page 5.

(ALLOW TIME)

Q. Ask this question as you would in an interview Mr(s). ___?
A. For whom did ...work?
In this instance the words in italics can be crucial to properly asking the question because it gives instructions on what to do if the respondent is in the Armed Forces. Please note that we are interested in knowing who is currently in the various branches of the Armed Forces. You will be reporting that information here.

Another example is Question 29b on page 3. Look at it now. WALLY

(ALLOW TIME)

Let's look at another example. Turn to page 2.

Q. Would someone like to ask Question H21 of the housing questions? WALLY

(CALL ON VOLUNTEER — SELECT TRAINEE IF NECESSARY)

A. If at least one, what is the monthly loan payment for all vehicles?

Often, enumerator instructions will precede the question to be asked. Mr(s). _____, what are the enumerator instructions before question H21? WALLY

A. If at least one ...

(PAUSE)

Most questions are answered by simply writing the number of the response that corresponds to the answers given by the respondent. However, a few answers must be printed. And some questions require writing a number and a printed answer. Carefully print your entries.
The Questionnaire Reference Book tells you exactly how to ask each question. Locate your copy in your training materials now.

(HOLD UP THE QUESTIONNAIRE REFERENCE BOOK. ALLOW TIME.)

Your Questionnaire Reference Book — or QRB for short — is designed to help you quickly find the proper wording for any question.

(PAUSE)

Leaf through the first half of the book. Parts I and II show each population and housing question, how to ask them, and information concerning them. There are also a series of appendices for your reference.

Everyone find the page for Question 5b, Age.

(ALLOW TIME)

Q. How would you ask me Question 5b, Mr(s). _______?
A. "How old are you?"
There are also directions for problems that may occur for each question. If you are not sure when and how a population question is to be asked, this section – Part 1 – of the QRB will tell you.

You must ask the questions according to our instructions.

(PAUSE)
Specific instructions are given for questions that may require more information to enter a correct response.

For example, find the page for Question 4, Ethnic Origin.

(ALLOW TIME)

Here you find the guides for entering responses to Question 4. Read these guides now.

(ALLOW TIME)

Q. If a person responds "Samoan" to Question 4, what entry will you make, Mr(s). ___?

A. Print SAMOAN in the answer space provided for Question 4.

Q. What entry would you make for a response of Mortlockese-Chuukese, Mr(s). ________?

A. Mortlockese-Chuukese.

Let's look now at the housing questions. Housing questions have the letter "H" in front of the number.

(ALLOW TIME)

Q. What do you do if you are asking Question H57 on remittances in an interview and the respondent asks if this is just for the head of the household or everyone, what should you say? WALLY
(ANYONE)

(ALLOW TIME FOR TRAINEES TO LOOK FOR QUESTION)

A. Look for question H11 in the QRB. WALLY

Q. Is everyone included? (ANYONE)

A. Yes.

Does everyone see this answer in your QRB? If you are unsure about a question, check your QRB.

(POINT OUT IF NECESSARY)

Another part of the QRB I would like to discuss is the Appendixes.

(PAUSE)

The Appendixes have a section on who should or should not be listed in Question 1, a section with guidance on listing acceptable entries for Question 26, Business and Industry, and listing acceptable entries for Questions 27, Occupation.

As you can see, the QRB will be valuable to you on the job. Does anyone have a question about the QRB?

(ANSWER QUESTIONS)

Now we're going to take a short break. I expect you to be back in 15 minutes.

(NOTE TO THE TRAINER: ON YOUR FIRST BREAK, YOU HAVE TO PREPARE THE APPROPRIATE MATERIALS FOR THE SURVEY OFFICE. YOUR SUPERVISOR WILL EITHER PICK UP THE MATERIALS OR TELL YOU HOW TO TRANSMIT THEM.)
CHAPTER D. THE INTERVIEW

Turn to page 2 in your workbook.

(HOLD UP WORKBOOK. ALLOW TIME.)

Let us review these four major functions of your job.

Q. Would you read the instructions for number 1, Canvass, and number 2, List, Mr(s). ______?

A. Go to each housing unit on the Interviewer Assignment Sheet. Carry an address register with listing pages recording each housing unit contacted. List in the Address Register, the Control number and sample number for each living quarters.

Your most important activity in this job is step 3, interviewing — completing a questionnaire for each housing unit and the occupants who live there.

The fourth step is to record the address or location description, the location of each living quarters on address register. We will discuss canvassing, listing, and mapping in detail later.

(KEEP DISCUSSION TO A MINIMUM ON CANVASSING, LISTING, AND MAP CIRCLING. EACH STEP HAS A COMPLETE CHAPTER LATER IN TRAINING. PAUSE.)
We are going to spend most of today discussing and learning how to interview with the questionnaire.

(PAUSE)

In our first exercise, we are going to practice the four steps of your job. I am going to play an enumerator, and one of you will be the respondent.

Q What is the first of the four steps of your job as an enumerator, Mr(s). __________?

A Canvassing.

Turn to page 3 in your workbook.

(ALLOW TIME)

NOW WE ARE GOING TO LOOK AT A MAP; MOSTLY, WE ARE JUST SHOWING YOU HOW TO READ MAPS. YOU SHOULD KNOW WHERE THE PEOPLE YOU ARE GOING TO ENUMERATE ARE LIVING, BUT IF YOU NEED TO READ A MAP, THIS IS HOW IT WILL WORK:

We will use this simplified map as our Map test. If this were your test, you would be responsible for obtaining a complete questionnaire for each identified housing unit and the occupants who live in the selected housing units.

Let us say we are canvassing this Map and the next house is what is shown as house 66. It is on the corner of Marine Drive and 6th street. Next to Marks.

Does everyone see where we are?
(PAUSE)

We go up to the door.

The door is answered by a woman.

(PAUSE)

Pull out a questionnaire. Look on page 4 of the Enumerator's Workbook. Here, you will find the introduction we want you to use for the Survey. Please read the introduction to yourself.

(ALLOW TIME)
Q. Read the introduction that you will use, Mr(s)______________?

A. "Hello, my name is (trainee gives his/her name) and I'm an official Survey taker for the 2012 Survey of Micronesian Migrants. This is my identification, and here's some information about the purpose of my visit (give respondent a copy of Privacy Notice). For the average household, this interview should take about an hour.

Your introduction is very important. We have a standard introduction for you to use. If you use this introduction, you should have no trouble getting answers to your questions.

Are there any questions about this introduction?

(ANSWER ANY QUESTIONS)

We are now ready for step 2 of the job.

We need to list information in the address register. Please locate the training address register in your materials.

(HOLD UP THE TRAINING ADDRESS REGISTER.)

We will use this mock address register for training only. Open the register to MI03-3, Listing Page. The white listing page.
(SHOW THE TRAINEES THE ADDRESS LISTING PAGE)

Enter the STATE CODE where it says FSM State — 1 — in column (1), and then circle it because it is the first listing in this book. Enter the ISLAND GROUP — also, 1 — in column (2).

For this 2012 Survey of Micronesian Migrants, we’ll use the code 1 for Chuuk, 2 for Pohnpei, 3 for Kosrae, and 4 for Yap.

Since we are doing our example for Chuuk, the “1” we are using for ISLAND GROUP will be for Weno. For other States, the codes will be different, and your supervisor will be giving you your specific code later.

The next column will contain your enumerator number. It is always the same number. You’ll be getting that number later, also. For now, write “1” in column

In column 4, we’ll be putting the household number for this house. You get this from the Interviewer Assignment Sheet. It will be the number in the far left hand column. Look at one of the Interviewer Assignment Sheets now. Do you see the numbers in the left hand column?

(ALLOW TIME)
Enter a “1” now, for the first house. To make the necessary entries for this house at the corner of Marine Drive and 6th street, we need to ask the question printed at the top of the listing page. Does everyone see the question?

(POINT THEM OUT, IF NECESSARY.)

Q. Will you read the question to us, Mr(s). ____?

A. What is the full name of the occupant who owns or rents this house?

This information goes in column (5).

(PAUSE 5 SECONDS)

(READ IN ALL AREAS)

Does everyone see the next two columns?

(PAUSE)

Here we enter address information from the Interviewer Assignment Sheet, which you will get later. For now, leave these two columns blank.

Column (8) is for date of the Interview.

If the household refuses to be interviewed, you will fill in column 9, which says NIR. NIR stands for Noninterview Response, and we will discuss this later, and give you the codes to use for this column.

Also, before the interview, you will need to fill in the time you start the interview in column 10. After the interview you will fill in column 11, for when you finish the interview.
As soon as you introduce yourself, ask for the information about the occupant.

(Question)

The next step is the interview. Before you begin, you must first complete certain parts of the "GEOGRAPHY" box on the front cover of the questionnaire.

You must complete the following items before the interview:

A. This is your state. Circle the appropriate response.
B. This is actual island in the FSM.
C. This is the home village where the person lived.
D. The household number from your Interviewer Listing Sheet.

You will get the information to complete these items from the Address Listing Page. Always complete these items **BEFORE** the interview.

(Question)

After conducting the interview, what items are you to complete in the "GEOGRAPHY" box on the front of the questionnaire, Mr(s). _____?

A. The remaining items:
E. Enumerator name.

F. Home address of respondent.

G. The respondent's name.

H. The respondent's telephone number or method of contact.

K. Form sequence numbering

Certification – your name and date the questionnaire was completed — These go on the back of the questionnaire

You will need to fill in column 11 for when you finish the interview.

Q. After leaving the household, what final entries should you make in the address register Mr(s)______________?

A. On the Address Listing Page, column (8), Date the questionnaire was completed, and column (13), Number of persons enumerated.

Are there any questions?

(ALLOW TIME. SELECT A FEMALE TRAINEE TO BE THE RESPONDENT.)

Okay, let us continue with a practice interview. I will be the enumerator and _____, will you be the respondent? Everyone locate a questionnaire and follow along.

GIVE SCRIPT IN THIS GUIDE TO SELECTED TRAINEE AND ASK THAT SHE READ OVER THE DIRECTIONS AT THE TOP OF FIRST PAGE OF SCRIPT.
2012 Micronesian Migrants Survey

INSTRUCTOR SCRIPT

(FEMALE TRAINEE WITH SCRIPT) and I are now going to go through the introduction and the address listing questions from the top.

(KNOCK FOUR TIMES ON TABLE) IN THE FOLLOWING PRACTICE INTERVIEW YOUR QUESTIONS ARE SHOWN WITH AN "E" (ENUMERATOR) IN THE MARGIN. THE TRAINEE'S RESPONSES ARE SHOWN BY THE LETTER "R" (RESPONDENT). QUESTION NUMBERS ARE SHOWN IN THE MARGIN.

E: "Hello, my name is (your name) and I'm an official Survey taker for the 2012 Survey of Micronesian Migrants. This is my identification, and here's some information about the purpose of my visit (give respondent a copy of Privacy Notice). For the average household, this interview should take about one hour. What is the full name of the occupant who owns or rents this house?

R: That's me, Christina Marie Yap.

Everyone please enter the name Yap, Christina Marie in column (5) of the listing page. Enter District 01 in column (1), Segment 01 in column (2), and let's put 1 for enumerator number and then the house number in column (4). Although we would normally fill in columns (5) and (6) with the address, today we will leave them blank.
That completes this part of the listing. We are now in step 3 of our job.

Q. What is part three, Mr(s). ____?
A. Interviewing.

We need to complete a questionnaire for this housing unit. Everyone. Locate a questionnaire. Write "TRAINING" at the top of the questionnaire.

(ALLOW TIME)

As I conduct the interview with Ms. Yap, follow along on the questionnaire and make the proper entries just like you will do by yourself on the job. Be sure that you understand the way we ask the questions. Look at the cover of the questionnaire. The following items are to be completed before the interview.

Item A in the Geography box requires you to circle the State or country of origin. Since she is from Yap, circle Yap.

Item B is the island. You should already know the island or municipality, but if you don’t, then ask. In this case, use Maap. That’s spelled M-A-A-P.
Item — is the village. If you know it, fill in. Otherwise, ask. In this case, we’ll leave it blank. You would fill in the household number in sequence from your Interviewing Listing Form in D. Write in A1 there now. Leave the rest of the boxes blank for now, although during the actual enumeration, you will copy this information from the Interviewer Assignment Sheet.

(ALLOW TIME)

Qla> E: Please give me the name of each person living here on April 1, including all persons staying here who have no other home. If EVERYONE is staying here temporarily and usually lives somewhere else, give me the name of each person. Begin with the household member in whose name the home is owned, being bought, or rented. If there is no such person, start with any adult household member.

R: Just myself.

(ASK THE RESPONDENT TO REPEAT THE NAME AND ALLOW TIME.)

Please enter the name Yap, Christina M. on line 1 of household listing.

(ALLOW TIME)

Has everyone completed writing the name in household listing? Remember the last name is written first and then the first name and middle initial.

Since she lives alone, she is automatically the “Head” and we don’t have to ask for that. Remember that in households with more than one person, you need to determine one person who everyone else will be related to. The UN calls this person the “head” of the household, the US calls this person the “householder”. We don’t want the household members to fight, so you just need to remind them that we need one person to relate everyone else to. It does not mean that that person makes all the household decisions.
Then, we already know she is female by looking at her, so write “F” in the box for sex. We do not know her age, so ask for that:

Q: E: How old are you?
R: 34.

Here, we are just trying to get minimal information just in case anything happens and we can’t get ALL the information for the household.

If Ms. Yap said that she only lived here temporarily and has a usual home elsewhere, we would complete the box for people living elsewhere.

Q. Where do we go now in the questionnaire? Anyone?
A. The next page for the Housing Questions.

Question H1 can be marked from observation — for this practice exercise, write "1" for "a one-family house detached from any other house" to the right of the question.

H: Is this house [living quarters] owned by you or someone in this household with a mortgage or loan; owned by you or someone in this household free and clear (without a mortgage); rented for cash rent; or occupied without payment of cash rent?
R: I rent the place for cash rent.

Since Ms. Yap rents, we ask H3a, to ask how much her rent is. Question H3a is asked only if rent is paid for this house [living quarters], and Ms. Yap does rent this house.
H4>  E:  What is your monthly rent?
    R:  $650 a month.

H5>  E:  If this is government housing, what is the monthly allotment?
    R:  This is not government housing.
    Since this is not government housing, you line through H5 to show that you asked the question, but it doesn’t apply.

H6>  E:  When did you move into this house?

H7>  E:  What is the MAIN type of material used for the outside walls of this building?
    R:  Poured concrete.

H8>  E:  What is the MAIN type of material used for the roof of this building?
    R:  Also concrete.

H9>  E:  How many rooms do you have in this house? Count living rooms, dining rooms, kitchens, and bedrooms, but do NOT count bathrooms, balconies, foyers, or halls.
    R:  6 rooms.

H10> E:  How many bedrooms do you have; that is, how many bedrooms would you list if this house were on the market for sale or rent?
    R:  3.

H11> E:  Do you have complete plumbing – that is, hot and cold piped water, a bathtub or shower, and a flush toilet?
    R:  Yes.

H12> E:  What type of energy does your water heater use most?
R: Electricity.

H13> E: Do you get water from a public system only, a public system and cistern, a cistern, tanks, or drums only, a public standpipe, or some other source such as a spring, river, creek, etc?
R: I get water only from the public system.

H14> E: Is this building connected to a public sewer?
R: Yes.

H15> E: Are your MAIN cooking facilities inside or outside the building?
R: Inside.

H16> E: Which fuel is used most for cooking in this unit?
R: Electricity.

H17> E: Does the unit have a complete kitchen, that is a refrigerator, stove, and sink with piped water?
R: Yes.

H18> E: How many automobiles, vans, and trucks of one-ton capacity or less are kept at home for your use?
R: One.

H19> E: What is the monthly loan repayment for the vehicle?
R: Nothing. It is paid off.

We know she has electricity already from her previous answers, so mark “Yes” and fill 1 in the box.

H20> E: What is the average monthly cost for electricity for this unit?
R: About $200.

H21> E: Do you have a television set?
R: Yes.

H22> E: Do you have Cable TV?
R: Yes.

H23> E: What is the monthly bill?
R: About $50.

H24> E: Do you have air conditioning?
R: No.

H25> E: Do you have a computer at home?
R: Yes, mostly for the internet.

H26> E: Do you have internet access in this unit?
R: Yes.

H27> E: Do you have a telephone landline of mobile phone?
R: Yes.

E: What is the monthly bill?
R: My land line costs about $30 a month, and my cell phone is another $40, so I guess it is $70 per month total. Does that make sense?

H28> E: What is the average monthly cost for your other utilities (gas, water, etc)?
R: I pay about $100 a month for water and sewer use.

We do not need to ask questions about a mortgage because she already told us she rents, so we skip to H32.

H32> E: Is anyone in the household an active member of the PTA?
R: No

H33> E: Is anyone a member of a sports organization?
R: Yes, I go a gym here – regularly.

H34> E: Is anyone a member of a volunteer organization?
R: I volunteer at my church

H35> E: Is anyone a member of a local church that includes non-Micronesians?
R: Yes, it includes non-Micronesians

H36> E: How often do members of this household gather with other islanders in the community outside the household?
R: I don’t really see too many other islanders. So, maybe twice a year.

H37> E: Do you display an FSM flag?
R: No, not really. I have one someplace though.

H38> E: Do you display handicrafts or other symbols?
R: Yes, I do have a few handicrafts displayed in the house.

H39> E: Do you wear island-style clothing like hemmed skirts or distinctive dresses?
R: Yes, I do.

H40> E: During the last 12 months, how much did you pay for health insurance?
R: I paid about $500 in health insurance over the last year

H41> E: Did you buy a car?
R: Yes, a used car.

Note that is she did not purchase a care you would not have to ask H42.

H42> E: How much was the purchase price?
R: It was $5000.

H43> E: How much was paid for any improvements to the house, like new water heater, stove,
refrigerator?

R: I didn’t get anything new in the last 12 months.

H44> E: How much did you pay for all overseas travel expenses, including airfare and meals, but not gifts?

R: I didn’t go anywhere overseas last year.

H45> E: How much was paid for all gifts sent home as part of visits?

R: Nothing.

H46> E: How much did you pay in credit card charges last year (the amount of interest paid on the debt)?

R: Oh, that is something. Maybe $200.

H47> E: How much was paid for babysitting or elderly care?

R: Nothing. I don’t have any children or elderly parents here.

E: The next questions are about some monthly expenses.

H48> E: How much did you receive last month from food stamps?

R: I don’t do food stamps.

H49> E: How much did you receive last month in welfare payments?

R: Not that either. I am still working.

H50> E: How much did you receive last month in unemployment payments?

R: Nothing. I have been working.

H51> E: Which of the following Health services to you use?

E: Women, Infants, and Children (WIC)

R: No.
E: Immunization clinics?
R: No.

E: Public Health nurses?
R: Yes. I go to a public health nurse.

E: Emergency rooms?
R: No.

E: Hospital or doctor outpatient services?
R: For my diabetes.

E: Hospital inpatient services?
R: No.

E: Medicare?
R: No.

E: QUEST?
R: No.

E: Medically indigent programs?
R: No.

E: Any community health workshops or programs?
R: No.

E: Now I am going to ask about some more annual expenses.

H52> E: How much did you spend in the last 12 months on weddings (including food and other donations)?
R: Maybe $300.

H53> E: On funerals?
R: I don’t think anyone I know died in the last year, so nothing.

H54> E: On fiestas?
R: Maybe $100.

H55> E: On other family get togethers?
R: Not much. I don’t have real family here.

H56> E: Church activities?
R: I donate every week, so maybe $300 over the year.

H57> E: Remittances sent overseas?
R: I sent about $200 to my nephew back on Yap.

H58> E: Local remittances
R: No.

H59> E: Annual fees for social or sports clubs and credit cards?
R: None of those.

E: And finally some questions about savings.

H60> E: How much total savings do you have in banks?
R: Probably about $10,000.

H61> E: How much savings are in 401Ks or IRAs?
R: We don’t do that where I work. We should.

H62> E: What is the monthly amount saved to banks?
R: Maybe $150.

H63> E: What is the monthly amount coming into 401K or other savings plans?
R: nothing.
Q. Where do we go now in the questionnaire? Anyone?

A. Population questions on page 4.

(ALLOW TIME)

Write in Christina Marie Yap's name in the person 1 box at the top of page 4.

Please do this now.

(ALLOW TIME)

Next we must ask the population questions for Ms. Yap.

Look at question 2 for Mrs. Yap. We know that by observation she is female, so we do not need to ask question 2. Please go ahead and write "2" in the box, for female.

Also, since she is the first person in the house (and, in this case, the only person), we know she must be the Householder, so we write "1" in the box for Q3, Relationship.

(ALLOW TIME)

Continuing the interview.

(Q4a) E: What is your ethnic origin or race?

R: I'm Yapese.

Write in the word “Yapese”. Be careful to write clearly. Coders will be looking up the codes for Yapese and the other written variables, and assigning them specific codes. We will then make tables for these and other variables.
(Q4b)  E:  What is your religion?
        R:  I'm Catholic.

Continue with the interview.

(Q5a)  E:  What is your birth date?

(Q5b)  E:  How old are you?
        R:  I am 34 years old.

Here you need to enter the complete date of birth and the age.

(ALLOW TIME)

Are there any questions on 5a and 5b?

(Q6)  E:  Are you now married, consensually married, widowed, divorced, separated, or have you never been married?
        R:  I'm divorced.

(ANSWER QUESTIONS)

(Q7a)  E:  Are you an FSM Citizen?
        R:  No, not any more.

(Q7b)  E:  Are you a US citizen?
        R:  Yes, I am now a US Citizen by Naturalization.

(Q8)  E:  Where were you born, Ms. Yap?
R: I was born on Yap.

(Q9a) E: In what month and year did you first leave the FSM for a US Area?
R: I came in March, 2002.

(Q9b) E: In what month and year did you first come to a US Area to stay?
R: I came in March, 2002.

(Q10a) E: How many times have you returned to your home Area since coming to a US Area for the first time?
R: I came in March, 2002.

(Q10b) E: How long was the longest stay when you went back?
R: I came in March, 2002.

(Q10c) E: What is the date of the most recent return here?
R: I came in March, 2002.

(Q11) E: Why did you migrate here?
R: My former husband came here to go to school and I came with him.

Circle “Relative of an employed person” and write the number 2 in the box provided.

(Q12) E: At any time since February 1, 2012, have you attended regular school or college?
Include only nursery school, kindergarten, elementary school, and schooling which leads to a high school diploma or a college degree.
R: No.

(Q13a) E: How much school have you completed?
R: I am a high school graduate.

Since she is not in school, we don’t ask the questions for students.

Also, since she didn’t go to college and get at least an AA or AS, we skip 13h, and go on to Q14.

But note, that you must ask additional questions for people who are currently attending school or ever went to college or university.

(Q14a) E: Did you live in this house five years ago (April 1, 2007)?
R: Yes.

Since she lived here, skip to 15.

(Q15a) E: Did you live in this house one year ago (April 1, 2011)?
R: Yes.

So we don’t have to ask about where she was, and we go on to Q16a about language use.

(Q16a) E: Do you speak only English at home?
R: No.

(Q16b) E: What language do you speak?
R: Yapese.

(Q16c) E: Do you speak Yapese at home more frequently than English?
R: Yes.

Now, we ask about health conditions. These questions can be a little tricky since they depend on how she feels about her health.
(Q17) E: Do you have a permanent physical or mental health condition?

R: Yes, I use dialysis.

Since she has a permanent condition, write in “Dialysis”. It will be coded later.

And then go to questions 18a, 18b, and 18c.

Since she already told us she uses dialysis, we do not need to ask her question 18a, but just circle the “yes” box and write 1 in the box.

We do not know whether she does dialysis at home or goes to a hospital, OR goes to a hospital regularly for other diseases or health problems. So, we ask.

(Q18b) E: Does the condition require regular visits to the hospital?

R: Yes, I go to the hospital for it.

(Q18c) E: Does the condition require regular purchases at a pharmacy?

R: Yes, my sickness also requires medicines I get at the pharmacy.

Note that if she was less than 15 years old, we would be finished with her interview and go to the next person, if there was a next person.

(Q19a) E: Where was your mother born?

R: Ulithi.

(Q19b) E: Where was your father born?

R: Maap.
E: Now I am going to ask you some questions about your continued relationship with the islands. These are cultural questions.

(Q20a) E. How frequently do you communicate with relatives back home?
R: Maybe once a month.

So, you write 3 for “monthly” in the box.

(Q20b) E. What is the usual communication? Is it internet, phone, or letters?
R: I use both the internet and my cell phone.

(Q20c) E. Did you vote in the last FSM elections?
R: No

The respondents might not know when the last FSM election was, so you might have to remind them. National elections are held in March of even years, State elections occur at different times, depending on the specific state.

(Q20d) E. Did you have any contact with the FSM Embassy, consular office, or visiting public officials in the last year?
R: No

(Q20e) E. How often did you use mass transit last week?
R: I used it every day. That’s how I get to work.

(Q21a) E: Did you work at any time last week, either full time or part time? Work includes part-time work such as delivering papers, or helping without pay in a family business or farm; it also includes active duty in the Armed Forces. Work does not include own housework, school work, or volunteer work.

Yes, worked full-time or part-time at a job or business and did no subsistence activity; yes...?
R: Yes, I worked full-time and did no subsistence activity.

(Q21b) E: How many hours did you work last week at all jobs, excluding subsistence activity?
Subtract any time off and add any overtime or extra hours worked.
R: About 48 hours.

Be careful not to assume that everyone works full time, or that if they work fulltime they work only 40 hours per week.

(Q22) E: What was your hourly pay last week?
R: I got $15 per hour.
E: And, what was your last take home pay, the last check?
R: About $1200 for two weeks.

Be sure to follow the skip instructions.

WE HAVE ANOTHER SKIP INSTRUCTIONS. WE ARE TO SKIP TO QUESTION 26-28.

E: The following questions ask about the job worked last week. If you had more than one job, describe the one you worked the most hours. If you didn't work, the questions refer to the most recent job or business since 2006.

(Q26) E: For whom did you work last week?
R: Gene's Service Station.
(Q27) E: What kind of work were you doing?
R: I'm a bookkeeper.

(Q28) E: Were you an employee of a private company or business or of an individual, for wages, salary or commissions;...?
R: (INTERRUPT) Yes, it's a private company.

(Q29a) E: Last year (2011), did you work, even for a few days, at a paid job or in a business or farm?
R: Yes.

Note that we are asking about all of 2011 here, and NOT the last 12 months. She is more likely to know for all of 2011 since that is how she pays her taxes and does vacations.

(Q29b) E: How many weeks did you work in 2011? Count paid vacation, paid sick leave, and military service.
R: About 40 weeks, I took off a couple of months.

(Q29c) E: During the weeks worked in 2011, how many hours did you usually work each week?
R: 40 hours.

(Q30) E: The following questions are about income received during 2011.
(Q30a)  E: Did you earn income from wages, salary, commissions, bonuses, or tips? Report amount before deductions for taxes, bonds, dues, or other items.

R: Yes.

E: How much from all jobs?

R: $18,000.

For the income responses, if the person has no income for the category, it is a good idea to put a slash through the space for an amount so that the office staff will know that you actually asked the questions.

(Q30b)  E: Did you receive any income from your own farm or nonfarm business, proprietorship, or partnership? Report net income after business expenses.

R: No.

(Q30c)  E: Did you receive any interest, dividends, net rental, or royalty income, or income from estates, and trusts? Include even small amounts credited to an account?

R: No.

(Q30d)  E: Did you receive any Social Security or other Retirement payments? Include payments to retired workers, dependents, and to disabled workers.

R: No.
(Q30e) E: Did you receive any income from government programs for Supplemental Security Income (SSI), Aid to Families with Dependent Children (AFDC), or other public assistance or public welfare payments?
R: No.

(Q30f) E: Did you receive any remittances, both from abroad (outside of this island/state)?
R: No.

(Q30g) E: Did you receive any remittances, both from inside this island/state?
R: No.

(Q30h) E: Did you receive any income from unemployment compensation, child support, or alimony, or any other regular source of income? Do not include lump-sum payments such as money from an inheritance or the sale of a home.
R: Yes.
E: How much was received?
R: $150 per week for 8 weeks.

That is 150 times 8 which equals $1,200. Enter $1,200 in the Annual amount box.

The enumerator instructions for Q31 are not to ask this question if Q30a — Q30h are complete; therefore, sum the entries of those answers.

(ALLOW TIME)
Your amount for Q31 should be $19,200.

Since she is a female over 14 years old, we need to ask her the fertility item:

(Q32) E: How many babies have you ever had, not including stillbirths? Do not count stepchildren or children you have adopted.

R: 4.

Since Ms. Yap lives alone, we skip all of the other person pages in the booklet. Now we move to the last part of the questionnaire.

(ALLOW TIME)

Finally, we go to the next section on the back cover of the questionnaire and ask about other people from her Area who live in Saipan, Guam, Hawaii, or the US Mainland cities.

E: In order to get a complete count of FSM people on this island, we need to know all the people from your island, State, or place living on this island. Please give me the information for each person or family you know about from your home island who is living on this island.

R: Oh, I’ve been here so long, I stay pretty much to myself.

Note that usually you meet more recent immigrants, and should be able to fill in some or all of the boxes – if you run out of room, record the information on another sheet of paper. If you have already enumerated the people reported, you don’t have to record them here.
Q. What items do we complete now in the "Geography" box on the questionnaire cover, Mr(s). ______?  

A. Items E through H. 

(ALLOW TIME) 

In item E, put your name, and put Ms. Yap's home address in item F, and her name in item G. 

E: What is your telephone number? 

R: 555-5555 

This goes in H. 

Write the respondent's name and telephone number in items G and H. Sign your name and date on the back cover. 

(ALLOW TIME) 

Are there any questions on how to complete these sections? 

(ANSWER QUESTIONS) 

E: Thank you for your cooperation. 

R: You're welcome. Good bye. 

We now need to complete the remainder of address listing page. This can be done after we leave the household. Look again at the listing line.
Enter today's date in column (8). Write the time we started the interview in column (10), and the time we finished the interview in column (11).

(ALLOW TIME)

Enter the number of persons enumerated in column (13) of the listing page, and today's date in column (14).

This concludes the third step of your job.

Thank you Mr(s) _____ for reading the script. Are there any questions about the interview with Ms. Yap?

(ANSWER QUESTIONS)

Now we are to step four of our job.

Q. What is step four, Mr(s).__________________?

A. Map Placing.

Turn back to the map on page 3 in the workbook.

(ALLOW TIME)

This housing unit is number 66. Can you find it on the map? When you find it, circle it to show that we have finished the enumeration at this house?

(ALLOW TIME)

(ANSWER QUESTIONS. THEN CONTINUE WITH CHAPTER E)
2012 Survey of Micronesian Migrants

TRAINEE SCRIPT

(Your role is marked by the letter "R: for respondent. The asterisks (***) mean the trainer will be interrupting the script to give the class explanations. Read in a loud voice. Follow along and mark the questionnaire with the response.)

******************************************************************************

*****

E: "Hello, my name is (your name) and I'm an official Survey taker for the 2012 Survey of Micronesian Migrants. This is my identification, and here's some information about the purpose of my visit (give respondent a copy of Privacy Notice). For the average household, this interview should take about one hour. What is the full name of the occupant who owns or rents this house?

R: That's me, Christina Marie Yap.

****

Qla> E: Please give me the name of each person living here on April 1, including all persons staying here who have no other home. If EVERYONE is staying here temporarily and usually lives somewhere else, give me the name of each person. Begin with the household member in whose name the home is owned, being bought, or rented. If there is no such person, start with any adult household member.

R: Just myself.

****
Q1a> E: How old are you?
R: 34.

****

H2> E: Is this house [living quarters] owned by you or someone in this household with a mortgage or loan; owned by you or someone in this household free and clear (without a mortgage); rented for cash rent; or occupied without payment of cash rent?
R: I rent the place for cash rent.

***

H4> E: What is your monthly rent?
R: $ 650 a month.

H5> E: If this is government housing, what is the monthly allotment?
R: This is not government housing.

***

H6> E: When did you move into this house?

H7> E: What is the MAIN type of material used for the outside walls of this building?
R: Poured concrete.

H8> E: What is the MAIN type of material used for the roof of this building?
R: Also concrete.

H9> E: How many rooms do you have in this house? Count living rooms, dining rooms, kitchens, and bedrooms, but do NOT count bathrooms, balconies, foyers, or halls.
R: 6 rooms.
E: How many bedrooms do you have; that is, how many bedrooms would you list if this house were on the market for sale or rent?
R: 3.

E: Do you have complete plumbing – that is, hot and cold piped water, a bathtub or shower, and a flush toilet?
R: Yes.

E: What type of energy does your water heater use most?
R: Electricity.

E: Do you get water from a public system only, a public system and cistern, a cistern, tanks, or drums only, a public standpipe, or some other source such as a spring, river, creek, etc?
R: I get water only from the public system.

E: Is this building connected to a public sewer?
R: Yes.

E: Are your MAIN cooking facilities inside or outside the building?
R: Inside.

E: Which fuel is used most for cooking in this unit?
R: Electricity.

E: Does the unit have a complete kitchen, that is a refrigerator, stove, and sink with piped water?
R: Yes.

E: How many automobiles, vans, and trucks of one-ton capacity or less are kept at home for your use?
R: One.

H19> E: What is the monthly loan repayment for the vehicle?
R: Nothing. It is paid off.

***

H20> E: What is the average monthly cost for electricity for this unit?
R: About $200.

H21> E: Do you have a television set?
R: Yes.

H22> E: Do you have Cable TV?
R: Yes.

H23> E: What is the monthly bill?
R: About $50.

H24> E: Do you have air conditioning?
R: No.

H25> E: Do you have a computer at home?
R: Yes, mostly for the internet.

H26> E: Do you have internet access in this unit?
R: Yes.

H27> E: Do you have a telephone landline of mobile phone?
R: Yes.

E: What is the monthly bill?
R: My land line costs about $30 a month, and my cell phone is another $40, so I guess it is $70 per month total. Does that make sense?
E: What is the average monthly cost for your other utilities (gas, water, etc)?
R: I pay about $100 a month for water and sewer use.

***

E: Is anyone in the household an active member of the PTA?
R: No

E: Is anyone a member of a sports organization?
R: Yes, I go a gym here – regularly.

E: Is anyone a member of a volunteer organization?
R: I volunteer at my church

E: Is anyone a member of a local church that includes non-Micronesians?
R: Yes, it includes non-Micronesians

E: How often do members of this household gather with other islanders in the community outside the household?
R: I don’t really see too many other islanders. So, maybe twice a year.

E: Do you display an FSM flag?
R: No, not really. I have one someplace though.

E: Do you display handicrafts or other symbols?
R: Yes, I do have a few handicrafts displayed in the house.

E: Do you wear island-style clothing like hemmed skirts or distinctive dresses?
R: Yes, I do.

E: During the last 12 months, how much did you pay for health insurance?
R: I paid about $500 in health insurance over the last year

E: Did you buy a car?
R: Yes, a used car.

***

H42> E: How much was the purchase price?
R: It was $5000.

H43> E: How much was paid for any improvements to the house, like new water heater, stove, refrigerator?
R: I didn’t get anything new in the last 12 months.

H44> E: How much did you pay for all overseas travel expenses, including airfare and meals, but not gifts?
R: I didn’t go anywhere overseas last year.

H45> E: How much was paid for all gifts sent home as part of visits?
R: Nothing.

H46> E: How much did you pay in credit card charges last year (the amount of interest paid on the debt)?
R: Oh, that is something. Maybe $200.

H47> E: How much was paid for babysitting or elderly care?
R: Nothing. I don’t have any children or elderly parents here.

E: The next questions are about some monthly expenses.

H48> E: How much did you receive last month from food stamps?
R: I don’t do food stamps.

H49> E: How much did you receive last month in welfare payments?
R: Not that either. I am still working.
**H50**

E: How much did you receive last month in unemployment payments?

R: Nothing. I have been working.

**H51**

E: Which of the following Health services do you use?

E: Women, Infants, and Children (WIC)

R: No.

E: Immunization clinics?

R: No.

E: Public Health nurses?

R: Yes. I go to a public health nurse.

E: Emergency rooms?

R: No.

E: Hospital or doctor outpatient services?

R: For my diabetes.

E: Hospital inpatient services?

R: No.

E: Medicare?

R: No.

E: QUEST?

R: No.

E: Medically indigent programs?

R: No.

E: Any community health workshops or programs?

R: No.
E: Now I am going to ask about some more annual expenses.

H52> E: How much did you spend in the last 12 months on weddings (including food and other donations)?

R: Maybe $300.

H53> E: On funerals?

R: I don’t think anyone I know died in the last year, so nothing.

H54> E: On fiestas?

R: Maybe $100.

H55> E: On other family get togethers?

R: Not much. I don’t have real family here.

H56> E: Church activities?

R: I donate every week, so maybe $300 over the year.

H57> E: Remittances sent overseas?

R: I sent about $200 to my nephew back on Yap.

H58> E: Local remittances

R: No.

H59> E: Annual fees for social or sports clubs and credit cards?

R: None of those.

E: And finally some questions about savings.

H60> E: How much total savings do you have in banks?

R: Probably about $10,000.

H61> E: How much savings are in 401Ks or IRAs?

R: We don’t do that where I work. We should.
H62> E: What is the monthly amount saved to banks?
R: Maybe $150.

H63> E: What is the monthly amount coming into 401K or other savings plans?
R: nothing.

***

(Q4a) E: What is your ethnic origin or race?
R: I'm Yapese.

***

(Q4b) E: What is your religion?
R: I'm Catholic.

***

(Q5a) E: What is your birth date?

(Q5b) E: How old are you?
R: I am 34 years old.

***

(Q6) E: Are you now married, consensually married, widowed, divorced, separated, or have you never been married?
R: I'm divorced.

***

(Q7a) E: Are you an FSM Citizen?
R: No, not any more.
(Q7b) E: Are you a US citizen?
R: Yes, I am now a US Citizen by Naturalization.

(Q8) E: Where were you born, Ms. Yap?
R: I was born on Yap.

(Q9a) E: In what month and year did you first leave the FSM for a US Area?
R: I came in March, 2002.

(Q9b) E: In what month and year did you first come to a US Area to stay?
R: I came in March, 2002.

(Q10a) E: How many times have you returned to your home Area since coming to a US Area for the first time?
R: I came in March, 2002.

(Q10b) E: How long was the longest stay when you went back?
R: I came in March, 2002.

(Q10c) E: What is the date of the most recent return here?
R: I came in March, 2002.

(Q11) E: Why did you migrate here?
R: My former husband came here to go to school and I came with him.

***

(Q12) E: At any time since February 1, 2012, have you attended regular school or college? Include only nursery school, kindergarten, elementary school, and schooling which leads to a high school diploma or a college degree.
R: No.
(Q13a) E: How much school have you completed?  
R: I am a high school graduate.

***

(Q14a) E: Did you live in this house five years ago (April 1, 2007)?  
R: Yes.

***

(Q15a) E: Did you live in this house one year ago (April 1, 2011)?  
R: Yes.

***

(Q16a) E: Do you speak only English at home?  
R: No.
(Q16b) E: What language do you speak?  
R: Yapese.
(Q16c) E: Do you speak Yapese at home more frequently than English?  
R: Yes.

***

(Q17) E: Do you have a permanent physical or mental health condition?  
R: Yes, I use dialysis.

***

(Q18b) E: Does the condition require regular visits to the hospital?  
R: Yes, I go to the hospital for it.
(Q18c) E: Does the condition require regular purchases at a pharmacy?  
R: Yes, my sickness also requires medicines I get at the pharmacy.
(Q19a) E: Where was your mother born?
R: Ulithi.

(Q19b) E: Where was your father born?
R: Maap.

E: Now I am going to ask you some questions about your continued relationship with the islands. These are cultural questions.

(Q20a) E: How frequently do you communicate with relatives back home?
R: Maybe once a month.

(Q20b) E: What is the usual communication? Is it internet, phone, or letters?
R: I use both the internet and my cell phone.

(Q20c) E: Did you vote in the last FSM elections?
R: No

(Q20d) E: Did you have any contact with the FSM Embassy, consular office, or visiting public officials in the last year?
R: No

(Q20e) E: How often did you use mass transit last week?
R: I used it every day. That’s how I get to work.
(Q21a) E: Did you work at any time last week, either full time or part time? Work includes part-time work such as delivering papers, or helping without pay in a family business or farm; it also includes active duty in the Armed Forces. Work does not include own housework, school work, or volunteer work.

Yes, worked full-time or part-time at a job or business and did no subsistence activity; yes...?

R: Yes, I worked full-time and did no subsistence activity.

(Q21b) E: How many hours did you work last week at all jobs, excluding subsistence activity?

Subtract any time off and add any overtime or extra hours worked.

R: About 48 hours.

***

(Q22) E: What was your hourly pay last week?

R: I got $15 per hour.

E: And, what was your last take home pay, the last check?

R: About $1200 for two weeks.

***

E: The following questions ask about the job worked last week. If you had more than one job, describe the one you worked the most hours. If you didn't work, the questions refer to the most recent job or business since 2006.

(Q26) E: For whom did you work last week?

R: Gene's Service Station.

(Q27) E: What kind of work were you doing?

R: I'm a bookkeeper.
(Q28) E: Were you an employee of a private company or business or of an individual, for wages, salary or commissions;...?
R: (INTERRUPT) Yes, it's a private company.

(Q29a) E: Last year (2011), did you work, even for a few days, at a paid job or in a business or farm?
R: Yes.

***

(Q29b) E: How many weeks did you work in 2011? Count paid vacation, paid sick leave, and military service.
R: About 40 weeks, I took off a couple of months.

(Q29c) E: During the weeks worked in 2011, how many hours did you usually work each week?
R: 40 hours.

(Q30) E: The following questions are about income received during 2011.

(Q30a) E: Did you earn income from wages, salary, commissions, bonuses, or tips? Report amount before deductions for taxes, bonds, dues, or other items.
R: Yes.
E: How much from all jobs?
R: $18,000.
(Q30b) E: Did you receive any income from your own farm or nonfarm business, proprietorship, or partnership? Report net income after business expenses.
R: No.

(Q30c) E: Did you receive any interest, dividends, net rental, or royalty income, or income from estates, and trusts? Include even small amounts credited to an account?
R: No.

(Q30d) E: Did you receive any Social Security or other Retirement payments? Include payments to retired workers, dependents, and to disabled workers.
R: No.

(Q30e) E: Did you receive any income from government programs for Supplemental Security Income (SSI), Aid to Families with Dependent Children (AFDC), or other public assistance or public welfare payments?
R: No.

(Q30f) E: Did you receive any remittances, both from abroad (outside of this island/state)?
R: No.

(Q30g) E: Did you receive any remittances, both from inside this island/state?
R: No.

(Q30h) E: Did you receive any income from unemployment compensation, child support, or alimony, or any other regular source of income? Do not include lump-sum payments such as money from an inheritance or the sale of a home.
R: Yes.
E: How much was received?
R: $150 per week for 8 weeks.

***

(Q32) E: How many babies have you ever had, not including stillbirths? Do not count stepchildren or children you have adopted.
R: 4.
In order to get a complete count of FSM people on this island, we need to know all the people from your island, State, or place living on this island. Please give me the information for each person or family you know about from your home island who is living on this island.

R: Oh, I’ve been here so long, I stay pretty much to myself.

What is your telephone number?

R: 555-5555

Thank you for your cooperation.

R: You're welcome. Good bye.
CHAPTER E. BASIC INTERVIEWING RULES

Perhaps one of the most challenging and interesting parts of your job is the interview.

One of the best ways to prepare yourself for interviewing is to know why the Survey is taken, and why the Survey is important to the community.

We have talked about these matters earlier in the training. This discussion and the Questionnaire Reference Book are sources for information about the Survey.

You have a right to expect answers to your questions. You must ask the questions as though you expect an answer, and not as though you expect people to be reluctant.

(PAUSE)

On the other hand, when people act grumpy or irritated, they are not reacting to you as a person. You will find that people with problems, or people upset and angry for some other reason, will try to take it out on you simply because you're the first person to knock on the door. Do not let it upset you. If you remain calm, usually the respondent will calm down quickly.

If a respondent is actively hostile and abusive, however, you should immediately end the interview and leave. You can come back the next day and complete the interview.
Enumerators who have done this have reported that a respondent who was very reluctant one day was apologetic and cooperative the next. Such a respondent will sometimes say something like, "Well, I was having a really bad day yesterday. I am sorry I gave you such a hard time."

Just remember that it is not you that the respondent is upset with. The respondent is reacting to something in his or her personal life, or perhaps to some hostile feeling toward the government.

(PAUSE)

What if the person tells you that she or he is too busy to be interviewed?

Well, you can point out that completing the questionnaire only takes about an hour, which should not disrupt a person's entire day. You can say that the questionnaire is important ... that it is your job to get it done.....and that it won't take very long.

Many people will agree to be interviewed if you can make them feel that they are helping you do your job. People who could not care less about the community will respond to you as an individual.

Incidentally, there is nothing wrong with filling out the questionnaire while the respondent is busy. Suppose that you have a respondent who says he is busy painting his living room. You can still go inside and ask your questions, and he can answer while he continues to paint, if the respondent agrees.
There is no trick to filling out the questionnaire. But, for one reason or another, some people do not like to cooperate. That is where you come in. It is your job to fill out a questionnaire at every household we selected.

You will be a successful interviewer if you follow five basic rules and keep the proper attitude.

The FIRST rule is to follow the instructions on the questionnaire and the Questionnaire Reference Book. If you have any problems with the questionnaire, check the QRB.

The SECOND rule of interviewing is to carefully listen to what the respondent says. Let's suppose you ask a respondent Question 4a, ethnic origin or race and the person tells you: "Well, my mother is Chamorro and my father is Palauan, but I consider myself Carolinian."

Q. What answer would you record on the questionnaire, given the response, Mr(s)._______?
A. Carolinian.

You would print "Carolinian ", because that is the way the person described himself or herself. Although you asked nothing about the mother or father, the respondent mentioned their ethnicities. You had to listen carefully to extract the needed information from the response.

The THIRD rule of Survey interviewing is to gain information by observation, when the QRB tells you to. Observation is defined as being able to determine answers by what you have heard or by what you have seen.
Do *not* rely on observation or previous information. Questions must be asked exactly as they are worded on the questionnaire or the QRB. A few questions may be answered by observation, but only if allowed by the QRB.

These are the questions that *may* be answered by observation, but it is best to ask whenever possible.

Locate a questionnaire and follow along.

(ALLOW TIME)

Find population question 2 (on sex) on page 4.

(ALLOW TIME)

The QRB directs the enumerator to mark the appropriate box by observation. It is best to ask, if not obvious.

Housing questions H15 WALLY – where the house gets its water – or H24 on air conditioning, must be asked in interviews.

Be careful when using observation. If the QRB specifies that a question is to be asked, then ask it. Never make assumptions about your respondents.

(PAUSE)
Does anyone have a question about using observation to answer questionnaire items?

(ANSWER QUESTIONS)

Our FOURTH rule of interviewing is to probe for complete answers. Probing can mean asking a question over, when it appears the respondent does not understand the first time. Be sure you don't lead the respondent by suggesting an answer. Studies show that respondents tend to agree with what they think the enumerator expects them to say.

(PAUSE)

Let me give you an example. Suppose that you are asking a person how many hours he or she worked last week. If you say, "You worked 40 hours last week, didn't you?" the respondent is likely to shrug and reply, "Yes, that is right," when he or she actually only worked for 30 hours.

Let's go to the FIFTH rule of interviewing. The fifth rule is to record information neatly and accurately. The accuracy of a questionnaire depends on how well you listen and how well you record what you hear.

Always print and always use the black lead pencils that are provided in your enumerator kit. People in the Survey office will have to read them later.

Does anyone have a question about making entries on the questionnaire?

(ANSWER QUESTIONS)
A final word about the questionnaire is that it must remain clean, unwrinkled, and free of holes and tears. Don't throw away your hard work by damaging the questionnaires. If a questionnaire does get torn, wrinkled, or smudged, copy the information to another questionnaire before you hand it in — BUT CHECK WITH YOUR SUPERVISOR FIRST. Your enumerator kit will contain re-sealable plastic bags to carry your questionnaires while you travel door-to-door to conduct interviews. You should use these plastic bags at all times to keep your materials clean and dry.

(PAUSE)

Earlier I mentioned proper attitude. To be a good interviewer you must not only know the rules, but you must maintain certain attitudes.

You need to stay calm......be patient and pleasant......and be a little persistent, even though your respondent may be irritable, or impatient.

(PAUSE)

Never assume anything and do not influence the respondent in any way. Be neutral in the way you ask questions. Don't express surprise, or disapproval of any situations or answers you encounter.

The key word is confidence — in appearance and attitude. Don't lead, hesitate, or apologize to your respondent. You're a professional with a job to do.

(PAUSE)

Do you have any questions about your attitude?
Perhaps someone here has experience in canvassing, in polling or in door-to-door interviewing or sales work and can suggest other techniques for getting an interview.

(CALL ON VOLUNTEERS. ALLOW 5 MINUTES MAXIMUM FOR DISCUSSION.)

There are five common sense rules of interviewing I would like you to remember:

1. Follow instructions on the questionnaire.
2. Listen carefully to what the respondent says.
3. Gain information by observation when the QRB says you can.
4. Probe for complete answers.
5. Record information accurately and neatly.

Are there any questions?

(ANSWER QUESTIONS)
CHAPTER F. INTERVIEWER'S ASSIGNMENT SHEET

You will receive a list of the households you will visit on one or more Interviewer's Assignment sheets. Turn to page 5 of the enumerator’s workbook now. In some cases you will be required to fill in the information yourself. In other cases, then initial information will be filled in for you.

(PAUSE)

In any case, the first thing you must do is circle the appropriate Survey area – Saipan, Guam, Hawaii, Kansas City, or Portland – on the form.

Then, print your name in the space for Enumerator’s Name, and you'll also print your code number, which will be assigned to you when you get your assignments, later.

The name and code for the State should already filled in the next spaces when you receive your assignment. Also, because, in most cases, you will also have an ISLAND and Code, because the State is divided up into smaller parts, these parts are usually the municipalities in the FSM.
The first column has the household number. The numbers start at 1 and go up to 100. If you happen to have more than 100 households, you will have to add 100 to each of the numbers after that. Also, see your supervisor, because you shouldn’t have that many households.

In the second column, you’ll either receive the form with the householders already put in, or you will put in the names of the householders from your island group. Your supervisor will probably ask you to list all of the householders you can think of from your island group. You will be listing them here. You don’t have to list them in any particular order. They don’t have to be in alphabetical order. They don’t have to be in order from oldest to younger. In fact, the only important requirement is that you list them in the order that is easiest for you to remember them.
In the next column, record the address of the householder for this household. In most cases, the house or apartment will have a regular address, a street number, and the name of the street. However, in those cases where people are living along the North Shore in Hawaii or almost anywhere in Saipan or Guam, or in the jungle somewhere, record a way to find the household.

If there is no address, but you can identify the dwelling by location, record whatever you can to identify it. Here, you will simply record that number in the appropriate place when you are asked for the house/building number. Sometimes, you’ll find a row of apartments without any numbers. If the units are numbered or lettered, the information will be something like "U-1", meaning unit 1 on whatever floor it is. The number "1" will be on the door of the unit.

However, if the units are not numbered on the door, then you find the information "D-something" – that is D for Door – meaning you must count down the doorways until you get to the appropriate door. You do this by starting at the end of the hall, and continue down the left side of the hallway, counting the doors, until you get to the appropriate door. If you have not got up to the right number at the end of the hall, then turn around and come back, continuing to count on your left, until you get to the right door. Does everyone understand how to find the correct doorway, if the doors are not numbered or lettered?

(ANSWER QUESTIONS)

The next column is for the date of the interview. You enter the month and day of the interview.
Column 5 is for respondents who refuse to cooperate with the Survey. You enter the code for the type of refusal. When you have a definite refusal, report it to the Survey office, and we will try to find another way to get the information for that unit. NIR or “Refused” means they refused.

Column 6 is for comments, where you will enter problems encountered, and so forth. You will also use this column for phone numbers, particularly if you need to follow up to get any piece of information.

Because the Interviewer Assignment sheet is so crucial to the success of the Survey, we will keep coming back to it. But, for now, do you have any general questions about the Interviewer Assignment Sheet?

(ANSWER QUESTIONS)

Now, we practice using the questionnaire.
CHAPTER G. PAIRING FOR ENUMERATION

Take out a blank questionnaire. Write "Training" across the top as we have done before. Locate your Training Address Register and your QRB.

(ALLOW TIME)

After I give you directions, you will pair up with another trainee for an interview. One of you will play the role of enumerator and the other will play respondent. Then, after completing the questionnaire you will reverse roles.

The person who acts as the enumerator will fill out the questionnaire and use the QRB when necessary.

(PAUSE)

The person who acts as the respondent will monitor the enumerator using the questionnaire and QRB. The respondent will make sure questions are being asked correctly. If there are mistakes or difficulties, the respondent will help out the enumerator. Let the enumerator know if she or he has made a mistake in asking a question, and so forth. Remember to ask the questions exactly as instructed in the QRB.

When you are playing the respondent, you need not give actual information about yourself. Also, there must be one other adult in the household.
Open your workbook to page 6. WALLY

(ALLOW TIME)

Mr(s)._____________, will you read the respondent directions aloud?

(ALLOW TIME)

<table>
<thead>
<tr>
<th>Respondent Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The first respondent will use house 31 at the corner of West O'Brien Drive and 6th Street. Assume this is a single family house.</td>
</tr>
<tr>
<td>2. The second respondent will use the same information.</td>
</tr>
<tr>
<td>3. Give information for yourself and one other adult only. You need not give actual information about yourself.</td>
</tr>
<tr>
<td>4. GIVE ASSISTANCE AS NEEDED. If the enumerator makes a mistake in the steps of the operation, rephrasing of questions, or assuming answers tell him or her of the mistake.</td>
</tr>
<tr>
<td>5. If you need assistance, call the trainer. If the trainer is busy, make a note of the question and the interview.</td>
</tr>
</tbody>
</table>

Thank you. Are there any questions about what the respondent is to do?

(ANSWER QUESTIONS)

Mr(s)__________, will you read the enumerator directions?
1. **CANVASS**
   Use the training Interviewer's Assignment Sheet to find the appropriate housing unit.

2. **LIST**
   Use correct introduction from the Interviewer's Assignment Sheet and ask the question in bold print on the address listing page.

3. **INTERVIEW**
   Complete items A to F on the front cover, before the interview. Conclude the interview. Complete items G to K on the front cover after the interview, sign your name and date on the back cover, and appropriate columns (5) and (6) of the Address Listing Page of Address Register.

4. **MAP CIRCLE**
   Use the map on page 9 in the workbook. Circle the housing unit.

---

Thank you. Are there any questions about what the enumerator is to do?

*(ANSWER QUESTIONS)*

Those of you who play enumerators should check the QRB if you are unsure about the proper way to ask questions. Those of you who play respondents should help out the enumerators as necessary. If the enumerator makes a mistake, let her or him know about it. I will be walking around to give assistance as needed.

*(PAUSE)*

Be sure to first record the respondent's answers to the address listing page questions. Use your training address register. As soon as I pair you up, you may begin.
PAIR UP TRAINEES. IF THERE IS AN UNEVEN NUMBER OF TRAINEES, ASSIGN A RESERVE ENUMERATOR TO WORK WITH A PAIR. ASK THAT THEY BREAK UP THE TWO INTERVIEWS SO THAT ALL THREE HAVE A CHANCE TO BE ENUMERATORS. BE SURE TRAINEES SWITCH ROLES WHEN FIRST INTERVIEW IS COMPLETED. ALLOW NO MORE THAN 60 MINUTES TOTAL FOR THIS EXERCISE.) CONTINUE BELOW.

The first step of your job was canvassing. We made this step of the job easy by pointing out to you the house location on the ARA map in your workbook. Normally, of course, you would have encountered the house on your own.

The second step of your job was to list the respondent's answers to the question on the Address Listing Page.

Did anyone have a problem with listing?

(ANSWER QUESTIONS)

Then you needed to fill out a questionnaire for the household. For the third step of the job you completed the questionnaire by conducting the interview; the "GEOGRAPHY" section on the front cover, and in the Address Register, you entered the date the questionnaire was completed in column (8) and number of persons enumerated in column (13). You handed the respondent a daily diary and instructions on how to fill the diary, and discussed the diary with the respondent. You filled in the
interview started and ended in the appropriate columns of the Listing Page, and the total miles traveled, after you got home.

Are there any questions or problems for which you could not find answers in the QRB?

(ANSWER QUESTIONS)

The fourth step was to map circle the housing unit on your map in the workbook. Did anyone have a problem with map circling?

(ANSWER QUESTIONS)

(ANSWER QUESTIONS. KEEP DISCUSSION TO A MINIMUM. HAVE THE CLASS LOOK UP ANSWERS IN QRB. IF YOU ARE UNSURE OF AN ANSWER, WRITE THE QUESTION DOWN AND CHECK FOR AN ANSWER LATER.)

Let us continue with the next chapter.
CHAPTER H. PAIRED EXERCISE FOR FILLING OUT THE QUESTIONNAIRE

During the next part of the training you will again practice filling out a questionnaire. This time you will pair up with another trainee; one of you being the enumerator and the other the respondent. The respondent will have a script for the responses. Then you will reverse roles with a new script.

(PAUSE)

By this time, you should have a feel for how the questions are asked. For the most part, this is simply following directions on the questionnaire and in the QRB.

(PAUSE)

At this point, obviously I don't expect you to go through the interview without any mistakes. It does require practice. I do expect you to work out any problems you have with the questionnaire and to develop an understanding for asking the interview questions. Turn to page 7 in your workbooks. This page contains the directions for the respondent and enumerator. Everyone tear this page from your workbook.

(ALLOW TIME)

Read the directions now and keep them handy for this exercise.

(ALLOW TIME)
INTERVIEW

RESPONDENT INSTRUCTIONS:

1. The enumerator asks the questions from the questionnaire.
2. You will respond by reading aloud the answers as given on the script.
3. Closely monitor the script and a questionnaire.
4. Give assistance as needed. If the enumerator asks a question not listed or fails to ask a listed question, tell him or her of the mistake. If a question is worded incorrectly, tell her/him of the mistake. The question should be correctly repeated by the enumerator.
5. If you need assistance, call the trainer. If the trainer is busy, make a note of the question and continue the interview.

ENUMERATOR INSTRUCTIONS

1. **CANVASS** - use house 70 on the practice map. Assume this is an apartment building, and you are going to apartment 3 which is sample number 3.
2. **LIST** - use proper introduction. Use the next listing line on the training Address Register.
3. **INTERVIEW**
4. **Map circle** - circle the appropriate housing unit when you are finished.
5. If you need assistance, call the trainer. If the trainer is busy, make a note of the question and continue the interview.

Again, the person who plays the respondent should monitor the enumerator and help out when necessary.

Are there any questions on the directions?

*(ANSWER QUESTIONS)*
The enumerator will go through the questionnaire as if it were an actual interview, using the QRB as necessary.

(PAUSE)

At this time I will pair you up with a partner.

(IF THERE IS AN UNEVEN NUMBER OF TRAINEES, HAVE ONE OF THE RESERVE ENUMERATORS JOIN A PAIR, ASK THEM TO SHARE ROLES, ALLOW TIME.)

Are there any questions on the direction?

(ANSWER QUESTIONS)

I will be walking around the class to give assistance. You will have forty-five minutes for the first interview. Write "TRAINING" across the top of the questionnaire.

Decide who will play what role and begin the interview. The respondent(s) script begins on page 17 of your workbooks. Remember, only the respondent will use the script.

(ALLOW 45 MINUTES MAXIMUM FOR COMPLETION OF THE INTERVIEW. WALK AROUND THE CLASS AND GIVE ASSISTANCE AS NEEDED. MAKE NOTES ON THE TYPES OF PROBLEMS ENCOUNTERED. YOU WILL NEED THESE NOTES FOR A REVIEW SESSION ON SECOND DAY OF TRAINING.)

Now we will switch roles.
Respondents, go to your workbooks and find the script for the second interview. It will be just after the end of the first interview.

(ALLOW TIME)

Review the respondent and enumerator directions again, if necessary. If you have any problems, bring them up.

Are there any questions?

(ANSWER QUESTIONS)

You may begin. Be sure to write "Training" across the top of the questionnaire.

(ALLOW 30 MINUTES MAXIMUM FOR THE SECOND INTERVIEW. NOTE THE TIME NOW. ADD 30 MINUTES AND WRITE THAT TIME BELOW.

________________

WHEN THE TIME YOU HAVE WRITTEN ARRIVES; TELL YOUR TRAINEES: "YOU HAVE FIVE MINUTES TO FINISH".

IF ALL TRAINEES FINISHED INTERVIEWING BEFORE THE ALLOTTED TIME, RESUME VERBATIM TRAINING.

YOUR JOB DURING THE PRACTICE INTERVIEWING IS TO OBSERVE EACH OF THE PAIRS AT LEAST ONCE. ANSWER QUESTIONS AND GIVE HELP AS NECESSARY.
MAKE NOTES ON THE KINDS OF PROBLEMS TRAINEES RUN INTO. MAKE NOTES ON
FAULTY INTERVIEWING, SUCH AS WRONG WORDING OF QUESTIONS OR FAILURE TO
MARK THE QUESTIONNAIRE AS AN ANSWER IS GIVEN. YOU WILL NEED THESE
NOTES WHEN YOU REVIEW THE PRACTICE INTERVIEWING.

STOP THE INTERVIEWING AFTER THE TRAINEES HAVE HAD 30 MINUTES. READ THE
VERBATIM BELOW.)

Please stop your interview now. Even if you have not finished the questionnaire, you should have a
good idea of how to interview.
CHAPTER I. REVIEW OF QUESTIONNAIRE

Let's continue by briefly reviewing the questionnaire together.

1. How many persons did you list in household listing on page 1?
   
   (ANSWER: 2)

2. Did you complete each required population question?
   
   (ANSWER: Yes)

3. Did you complete each required housing question?
   
   (ANSWER: Yes)

4. Did you ask about persons who are currently away for extended periods?
   
   (ANSWER: Yes)

5. What items did you complete in the "GEOGRAPHY" section before the interview?
   
   (ANSWER: Items A to D)

6. What items did you complete in the "GEOGRAPHY" section after the interview?
   
   (ANSWER: Items E through H and – on the back – sign and date.

7. Did you fill the appropriate boxes on the Listing Page?
   
   (ANSWER: Yes)

USE YOUR NOTES TO INFORM TRAINEES OF TYPES OF ERRORS OR PROBLEMS THAT YOU OBSERVED. ALLOW NO MORE THAN 5 MINUTES.

Are there any questions or problems that you would like to discuss?

(ANSWER QUESTIONS. WHEN DISCUSSION IS FINISHED, REMIND THEM OF THE STARTING TIME FOR TOMORROW'S TRAINING SESSION AND DISMISS THEM.)

[Note Chapter J and K are not included in this Survey – on canvassing and map reading]
CHAPTER L. LISTING

Now that you know how to read the map and how to canvass, let’s learn more about listing, the second step of your job. Our 2012 Survey is a Survey of population and housing. Up to this point in our training, we have found it convenient to assume that everybody lives in the typical, one-family house or apartment. Of course, we know this is not true.

Some people live in a rented room or rooms in the house of another person. Sometimes, two families share a house once intended for one family. A large family may occupy two small apartments originally built as two separate places.

(PAUSE)

Let me repeat, you are to enumerate a household based on how people use the place.

(PAUSE)

In the next part of the training, you will learn how to determine who should be included in the household. You will learn the definition of a household and how to apply that definition in your work. However, for the purposes of the 2012 Survey of Micronesian Migrants, if you are not certain whether to include a person, INCLUDE that person, and let us worry about possibly counting too many people later on, in the office.

Open your Enumerator Instructions to Appendix B on page 28. I want you to read Appendix B, Housing Unit Definition.

(ALLOW 10 MINUTES)
The housing unit definition is a tool you can use to decide if a place should be enumerated as a single housing unit or as two or more units.

There are two requirements — or criteria — that a room or a group of rooms must meet to qualify as a housing unit.

(PAUSE)

Q. What are these two requirements, Mr(s)._________?
A. Separateness and direct access.

Notice that certain unusual living quarters are considered housing units if they are occupied and not used for business or for extra sleeping space or vacations on April 1. A Boat moored or a tent is a housing unit if someone lives there regularly. However, as before, you only go to a housing unit if that housing unit is specified on the Interviewer Assignment Sheet.

The point is that you can apply the housing unit definition to any arrangement you encounter. Sometimes you will have to decide if a group of people is one household or two. People do not have to be related to make up a household.

If you are faced with a situation where you have to decide if there are one or two housing units in a single building, you will apply the housing unit definition.

(PAUSE)
Usually you can determine the number of housing units simply by asking. But, the respondent might ask, "Well, what do you mean by that?" Here are some guidelines.

A person could have complete facilities — living room, bathroom, kitchen, and so forth. But if the person routinely shares part of someone else's living quarters, then the person does not occupy a separate housing unit.

Does anyone have a question about living and eating separately?

(ANSWER QUESTIONS)

Q. Is direct access always from the outside of the building, Mr(s)._________?

A. No, it can be from a common hall.

Now, I want you to read Guidelines for Applying the Housing Unit Definition found under Appendix B of your Enumerator Instructions.

(ALLOW TIME)

Are there any questions?

(ANSWER QUESTIONS)

One important point to remember. Your instructions are to ask about living and eating separately anytime you are dealing with someone other than the immediate family. The immediate family is a person, that person's spouse, and their unmarried children. You do ask for all other persons, including married children and brothers and sisters of the person and the spouse. Remember, if a person does not quite fit the definitions here, but IS contributing to the household, then that person should be included in the household.
Q. If it is reported that a person — or group of persons — eats or lives with other people, is it necessary for you to ask about direct access, Mr(s)._______?

A. No, because by definition this is one housing unit.

If it is reported to you that someone lives and eats separately, then you follow up with a question about direct access. You can ask, "Does this person have direct access to her or his living quarters?"

If the respondent does not understand what you mean by direct access, then you can ask, "Does this person have to walk through someone else's living quarters to get to his or her quarters?"

Does anyone have a question at this time about the housing unit definition?

(ANSWER QUESTIONS)

There is another exercise for you to complete in your workbook. Turn to page 15. On page 15 you will find four situations, briefly described. Write the number of housing units described in each situation in the space provided at the right. Use your Enumerator Instructions to help you. Does anyone have a question about what I want you to do?

(ANSWER QUESTIONS)

You may begin.

(ALLOW ABOUT FIVE MINUTES FOR THE TRaineES TO COMPLETE THE EXERCISE. THEN CALL ON DIFFERENT PERSONS TO GIVE ANSWERS. REVIEW BY USING THE ANSWER KEY ON THE NEXT PAGE TO DETERMINE IF EVERYONE UNDERSTOOD EACH SITUATION.)
### HOUSING UNITS

Study each situation described below. Decide how many housing units should be listed. Write the correct number in the box to the right. Use your manual, if necessary.

<table>
<thead>
<tr>
<th>Number</th>
<th>Situation</th>
<th>HU's</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Joe Black has a room in the Nelson house. Black enters his room through a door from the side porch. He cooks breakfast each morning on a hotplate, and eats lunch and dinner out. Is the Nelson house one housing unit or two?</td>
<td>2</td>
</tr>
<tr>
<td>2</td>
<td>John Thompson's room is in the Denton's home. Thompson has direct access through a side door. They share the same kitchen to cook and eat.</td>
<td>1</td>
</tr>
<tr>
<td>3</td>
<td>Carl Thrower has an apartment in an apartment building. He has a complete kitchen and access through a common hall. In the building, there are five other apartments like his apartment, but they are vacant. How many housing units are there in Thrower's building?</td>
<td>6</td>
</tr>
<tr>
<td>4</td>
<td>Bob Hill's room is in his landlord's home. Hill has installed a sink, a hotplate and microwave oven, and a refrigerator for his use only. He gets to his room through his landlord's kitchen.</td>
<td>1</td>
</tr>
</tbody>
</table>

(ALLOW TIME)

Are there any questions about the housing unit definition and its use?

(ANSWER QUESTIONS)
As I said earlier, the four main parts of your job are canvassing, listing, interviewing, and map circling. These things are done all at one time. As you canvass your area, you locate and list each place on your Interviewer Assignment Sheet, and then you complete a questionnaire for each place and finally you circle the unit on the map.

Now that we understand the housing unit definition, we are ready to learn more about how to list. By listing, I mean you write down the address description of each housing unit. You do this listing in the address register.

Let's go over the parts of the address register. Please refer to your training address register.

(ALLOW TIME)

The first page of your register is the Address Register Cover, MI03-2. This page contains information about the area you will work in, and about you and me.

(PAUSE)

The cover is divided into five sections.

Section 1, Assignment Information, will contain your name, address, telephone number or other means of contact, as well as my name, address, telephone number and crew leader district number. Are there any questions about section 1?

(ANSWER QUESTIONS)

Section 2, Identification, is in the upper right corner. It contains the identifying information for a particular area. It includes the District name and number, and each map segment you are assigned. Each address register will have this information already filled in.
Are there any questions about section 2 of the cover page?

(ANSWER QUESTIONS)

Section 3, Regular Enumerator Daily Progress Record, is a very important section. In this section, you maintain a daily and cumulative record of your day-to-day progress.

You are the "Regular Enumerator."

(PAUSE)

Line (a) is where you record the date; line (b), the living quarters that were enumerated on that day; line (c), living quarters enumerated to date; and line (d) "Callback Outstanding."

Callbacks are interviews that are incomplete for one reason or another. You'll learn more about callbacks later. But for now, just remember that a record is kept for those incomplete interviews.

Sections 4 and 5 are used in later operations, except that I use columns (2) and (3) in section 4 to record when I check your work.

Do you have any questions about the cover of the address register?

(ANSWER QUESTIONS)

(PAUSE)

Turn to the next page. These pages, Form MI03-3 are for listing addresses or location descriptions and related information. You will list every housing unit in your assignment area on these pages.

(ALLOW TIME)
The page is divided into 15 columns. Take a moment to scan these, and then we'll discuss each column. Don't worry about the column numbers; concentrate on the headings.

(ALLOW TIME)

This page is used to record information concerning each housing unit in an Interviewer Assignment Area. During your canvassing, you will obtain most of this information from the housing unit occupants or from neighbors, in order to fill in a line for each housing unit.

Other columns are filled without asking the respondent. For example, look at column (1), "FAS" or "Freely Associated State".

Q. Who can tell us where you obtain this information?
A. From the Interviewer Assignment Sheet.

We must have a 2-digit district number on each listing line you use. Usually it will be the same number for your whole enumerator assignment, but if you finish your work early, and want to continue working, you may be assigned work with another island in your State or Country, and then this number will change.

Does everyone understand that the FAS number comes from your the Interviewer Assignment Sheet?

(EXPLAIN IF NECESSARY)
Column 2 is similar, you get the information from the Interviewer Assignment sheet.

Look at column (3). This column is headed "Enumerator number." That is the code number that represents YOU in the Survey.

Column 4 is the household number, also from the Interviewer’s Assignment sheet. You will identify each line and therefore each housing unit you list by a three-digit number — the household number.

Now look at the question printed in bold type, which appears over column (5). It begins, "What is the full name........?"

(ALLOW TIME)

This question must be asked of the respondent at each housing unit on your Interviewer Assignment Sheet. Notice that the words are printed in bold letters. In column (5), enter the full name of the occupant who owns or rents the housing unit, or any responsible person 15 years of age or older.

Columns (6) and (7) — Location — are for the detailed location information provided on the Interviewer Assignment Sheet. You put the information for House or Building number in column (6) and the Unit/floor information in column (7).
(ANSWER QUESTIONS)

In column (8), you enter the month and day that the questionnaire is *completed* for the housing unit.

Any questions about column (8)?

(ANSWER QUESTIONS)

In column (9), you enter a code for the reason a respondent does not do an interview, if they refuse for one reason or another. Hopefully, most respondents will cooperate, but if they don't, we need to know why not, so you record that information here.

Look at form MI03-18 in your packet, Non-interview Reasons. Use this list to select a code for the reason the interview is not completed.

Any questions about column (9)?

(ANSWER QUESTIONS)

In columns (10) and (11), you enter the time you start the interview, and the time the interview is finished, to help us see how long it actually takes to administer the questionnaire. This information helps us monitor the progress of the enumeration, and will provide useful information for other Surveys in the future.

Any questions about columns (10) and (11)?
In column (12), you enter the total mileage to and from the housing unit. Again, this information helps monitor the progress of the Survey, and provides useful information for the future.

Any questions about column (12)?

(ANSWER QUESTIONS)

What is needed for column (13) is the "number of persons" occupying each housing unit. You will obtain this number from the questionnaire by summing the people listed on the front cover. Simply count the number of persons listed in question 1. Then, enter the total in column (6) of the Address Listing Page. Enter a "C" if you cancel the listing.

(ALLOW TIME)

Q. What would you put in column (13) if the address is vacant, Mr(s)._________?
A. O (zero).

Are there any questions about column (13) and where to find the information to complete it?

(ANSWER QUESTIONS)

Do not fill in columns 14 and 15.

(ANSWER QUESTIONS)
Are there any questions?

(ANSWER QUESTIONS)

The other item we'll discuss on the listing page is down at the bottom of the page. The page numbers are in item 16. When you have filled the address register or completed the assignment, you go back and count the total number of pages used and put this total on each page.

For example, if your assignment requires 12 pages to list, item 16 on the first listing page should read "Page 1 of 12."

The rest of the items along the bottom of the listing page should be disregarded. They are for office use only.

Does anyone have a question about the items at the bottom of the page?

(ANSWER QUESTIONS)

Are there any questions about the listing page?

(ANSWER QUESTIONS)

You use Form MI03-4, Callback Record to record all callbacks to a housing unit, if no one was home. That's why it's called the "Callback Record."

Are there any questions?
Now let's discuss for a moment the order of listing.

Usually, you will list the housing units as you come to them while canvassing. Listing and enumerating for one-family housing units is relatively simple. Listing for multi-unit buildings, such as apartment houses, is not difficult, but there are certain procedures that you must learn and follow carefully. You've probably seen apartments numbered or lettered in various ways, and then there are those that are neither numbered nor lettered.

In the first place, you list each apartment on a separate line. For those units that are numbered, list them in numerical order starting with the lowest and going to the highest number. For the lettered apartments, list in alphabetical order — A, B, C, D, and so on. For units using a combination, list in *alpha-numeric order* — A1, A2, B1, B2, etc. Always follow this order, even though their location in the building may not be in order.

Again, you ONLY list apartments that appear on your Interviewer Assignment Sheet.

Are there any questions about the order of listing for numbered or lettered apartments?

(ANSWER QUESTIONS)
List the living quarters, beginning on the left, as if you are facing the front entrance to the building while standing outside; for example, first floor front, second floor left.

Your Interviewer Assignment Sheet uses certain abbreviations you need to remember. For example, in the column for unit and floor, if you see the letter "U" that means unit, and the unit will have a number on the door. IF, however, the units do not have numbers or letters, then you'll see the letter "D" which means door, and you have to count from the end of the hallway until you get to that particular door.

First floor apartments are listed first, then the second floor, and so on. Start on the lowest floor and list one floor at a time.

(PAUSE)

Does anyone have a question about listing apartments?

(ANSWER QUESTIONS)

Does anyone have any questions about listing in general?

(ANSWER QUESTIONS)
Now that we all know how to handle the listing page, I want to conduct a short exercise. In this exercise, we'll make three listings. We will not fill out any questionnaires — this is to practice listing only.

Turn to the Address Listing Page in your training address register.

(ALLOW TIME)

For the next few minutes, I am going to pretend that I am some of the people living in your Area. You are going to be the enumerator coming around to list addresses from the Interviewer Assignment Sheet and related information, and then to complete questionnaires. I'll call on different members of the group to knock on my door and ask the listing questions.

For this brief exercise; we will not circle the housing units on the map.

Now I will call on someone to conduct a listing interview. If you're called on, ask the questions loud enough for the whole group to hear. I'll give the answers a respondent would give. Everyone should make the entries on the first blank line of the listing page. All the listings will be for FSM State 1 and island 2. Start with the first blank line. Write 1 in the first column for the FSM State, and 02 in the second column now for Island. This will be the first housing unit and let's say it is enumerator number 10. Everyone enter a "10" in column (3). Assume we are at house one, so put 01 in column 4.

(ALLOW TIME)
Before we start, do you all know what we're going to do?

(ANSWER QUESTIONS)

Would you be our first enumerator, Mr(s)________?

(NOTE: IN THE FOLLOWING PRACTICE, THE QUESTIONS THE TRAINEE SHOULD ASK ARE SHOWN BY THE LETTER "E" FOR ENUMERATOR. YOUR RESPONSES ARE SHOWN BY "R" FOR RESPONDENT.)

E: Hello. My name is (YOUR NAME) and I'm an official Survey taker for the 2012 Survey of Micronesian Migrants. This is my identification, and here's some information about the purpose of my visit. (GIVE RESPONDENT COPY OF THE PRIVACY NOTICE). For the average household, this interview should take about two hours. What is the full name of the occupant who owns or rents this house?

R: That's me, Johnny Wise

E: How do you spell your last name?

R: W.I.S.E.

Notice he did not give a middle name or initial; therefore, Mr(s). ______ you need to ask for a middle initial.

E: What is your middle initial, Mr. Wise?

R: My middle initial is "B" for Beasly.
Now, you write in the information from the Interviewer Assignment sheet for the location. For now, leave it blank, but when you are actually enumerating, make sure you record the information.

Everyone should have made these entries:

Column (1) — 19
Column (2) — 2
Column (3) - 10
Column (4) - 1
Column (5) — Wise, Johnny B

Let us talk just a minute about this interview. You can see how simple this part of the job can be.

Often people will give you just a first and last name. You will have to probe — or ask a follow up question — to get the middle initial.

Also, you should ask people to spell their names, even if you think you are sure of the name. Even a familiar name can be spelled in different ways.

Now, you go to the second housing unit on your Interviewer Assignment sheet. Again, the district and segment are the same, but this is control number 27. You are approaching a white frame house, with a driveway that runs beside the house and back to the rear of the property. You knock on the door but get no answer. You are about to leave when you see a man walking up the driveway from behind the house.
I want everyone to fill the next blank line on the listing page for the exercise.

(PAUSE)

If you will be our enumerator, Mr(s)._______, I will play the part of the man, our respondent. You are still standing on the step when I call out, "Hello. I thought I heard someone knocking. Do you need something?"

E: Hello. My name is (YOUR NAME) and I'm an official Survey taker for the 2012 Survey of Micronesian Migrants. This is my identification, and here's some information about the purpose of my visit. (GIVE RESPONDENT A COPY OF THE PRIVACY NOTICE). For the average household this interview should take about two hours. What is the full name of the occupant who owns or rents this house?

R: Survey taker, you say? Well, you will not find anyone there. There is nobody in that house. My name is Frye. I am caretaker for the big house, and I live back there behind this place in a converted garage.

(INTERRUPT AND ASK:)

Q. What do we do now, Mr(s). (CALL ON VOLUNTEER)?

A. We ask when the people will come back.
You list the housing unit. Before we do, we have a problem to solve. We have to determine the status of the large house. Is it vacant? Or, are the occupants simply away on vacation? Let's continue our interview now, Mr(s).______.

You should ask Mr. Frye about the status of the house. Please continue, Mr(s)._______.

E: You said there is nobody in the house. Do you mean the house is vacant? (OR SIMILAR QUESTION)

R: No, not really; they're off in California.

(PAUSE)

We need to determine when they will return and write the callback date on the Callback Record. (TO TRAINEE) Continue with this question.

E: When do you expect them to return?

R: They will be back Saturday. Got an email last night. I am opening the place up tomorrow to make sure everything is all right.

We write this information in column (8) of the callback record and then continue to get information about the unit. Even though there is no one at this housing unit, we must enter as much information as we can for the unit on the listing page. In column (1) and (2), enter 19 and 02, and then 27 in column (3) and a 01 in column (4). Please continue with the listing questions for the big house.
E: What is the full name of the occupant who owns or rents this house?

R: Mrs. Helen P. Jones.

In column (5), enter Jones, Helen P.

(TRAINEE SHOULD ASK FOR SPELLING)

Now you enter the information about the location from the Interviewer Assignment Sheet.

Thank you for helping, Mr(s)._______.

This concludes the listing exercise.

Pair up now and compare the entries you have made.

(ALLOW 4 MINUTES MAXIMUM)

Do you have any questions about handling the listing page?

(ANSWER QUESTIONS)

Now we will take a break.

CHAPTER M. CANVASSING AND LISTING EXERCISES

[NOT INCLUDED IN MICRONESIAN SURVEY TRAINING]
CHAPTER N. COVERAGE AND USE OF THE ICR

Are there any questions about what we’ve covered so far?

(ANSWER QUESTIONS)

(ALLOW TIME)

Every Micronesian on the list and every place he or she lives must be counted. We have to ensure that we have a complete count of Micronesian people and housing units.

(ALLOW TIME)

But if you come to a house and the people there tell you a Micronesian is staying there who doesn’t usually stay there, then you have to find out if the person belongs in this house or in another house. If the person is Micronesian and is not a household member AND has someone at the usual home on THIS ISLAND [for Saipan, Guam or Hawaii or this city for Kansas City or Portland, Oregon] to report him or her, do not enumerate him or her on this household questionnaire. If the person does not have someone home to report him or her, then you will need to complete a questionnaire for the usual household members and complete an Individual Survey Record (ICR) for the visitor. If, however, this person is providing income into household accounts or is buying products — food, household goods, and so forth — that is, the person is contributing to the house, then he or she is to be included in the household.

Are there any questions about who to include?

(ANSWER QUESTIONS)
ALLOW 5 MINUTES FOR DISCUSSION

Locate the 2003 Individual Survey Report (ICR), Form MI03-8, and the Individual Survey Report Envelope, MI03-8a in your materials. They look like this.

(HOLD UP ICR, FORM MI03-8, AND ICR ENVELOPE Form MI03-8a)

Take a few seconds to look over the ICR and Envelope.

(ALLOW TIME)

Population Questions 2 through 32 on the ICR are very similar to population Questions 2 through 32 on the questionnaire. The questions ask the same information.

Turn now to your Enumerator Instructions. Read sections 7F and 7G on page 26. [on page 20 for Guam]
7F Visitors Are Present in a Housing Unit

The enumerator should conduct an interview with a visitor who is staying at a housing unit at the time of his or her visit, if and only if the respondent has not been enumerated elsewhere ON Hawaii and has no one at home to report him or her OR this person contributes income to the household or has bought food, household goods, or other products to the household during the last 12 months.

Ê If the visitor contributes to the household, he or she should be enumerated here.

Ê If the visitor does not contribute but usually lives in another household ON Hawaii, complete an ISR (MI03-8):

a Print the full name of the person in Household listing.

b Print an X in box (2) in Question 2a.

c Print the address of the person's usual home in 2b.

d Get answers to all questions only on page 2 for that individual. The enumerator must get answers to at least question 10 for an acceptable ISR.

e Enter the EDs, block number, and map circle number on the first line in the "COMPLETE BEFORE THE INTERVIEW" box at the bottom of page 1.

f Give the ISR to the Survey Office when the questionnaire is turned in.

7G Respondent Is Unable to Give Complete Information About a Household Member

If the respondent cannot give the enumerator Population information about a person who usually resides within the housing unit:

1 Leave the ISR for that individual.

2 Complete the front cover (Page 1) of the ISR.

a Print that individual's name in Question 1.

b Print an X in box (1) in Question 2a.

c Enter the EDs, and block numbers from the first line in the "COMPLETE BEFORE THE INTERVIEW" box on the questionnaire cover (Items A, B, and C) on the COMPLETE BEFORE THE INTERVIEW on the bottom of the ISR.

3 Prepare an ISR envelope (MI03-8a). See section 7H.

4 Place the ISR inside the envelope but do not seal the envelope; give it to the respondent.

5 Arrange to pick up the ISR within 2 days. Enter the date and time in the Remarks column of the listing page.

6 Keep the questionnaire for the household until the enumerator picks up the ISR(s). Allow no more than 2 days.)

7 The enumerator should not open the ISR questionnaire when it is picked up. He or she should wait until he or she gets home.

8 When the enumerator gets home, he or she should open the ISR questionnaire and copy the information from the ISR to the questionnaire for that household.

9 Mark a large X across the front cover of the ISR. Give the ISR with the questionnaire for the household to the Survey Office.

10 If the enumerator is unable to get population information or an ISR for a person, he or she should inform the Survey Office.
(ALLOW TIME)

This gives the procedures for enumerating visitors and when a respondent is unable to give complete information about a household member. Read it now.

(ALLOW TIME)

If the visitor or temporary resident is at the household, you will interview him or her and record the information on the ICR, if he or she does not have someone at home to report him or her. If the visitor lives in the household and contributes to the household regularly, enumerate him or her as part of the household.

If the person is not currently in the household, complete the questions indicated in the instructions and give the ICR to us along with the questionnaire for the usual household members.

We also use the ICR for any household member for whom the respondent cannot give you at least population information. For example, a household may have a lodger about whom the respondent cannot answer questions. In such situations, leave an ICR. You will follow the procedures that you have just read in section 7G.

Q. Mr(s).__________, if you are interviewing at a household where there is a lodger for whom the respondent cannot give you at population information, what steps must you take to get information on the lodger?

A. 1. Leave an ICR for the person.

   2. Complete the front cover of the ICR.

   3. Prepare the ICR envelope Form MI03-8a.
4. Place the ICR inside the envelope but do not seal it. Give it to the respondent.

5. Make arrangements to pick up the ICR within 2 days. Enter the date and time in the Remarks section of the Interviewer Assignment Sheet.

6. Keep the questionnaire for the household until you pick up the ICR.

Q. According to the instructions, what action do you take when you pick up the ICR, Mr(s)._______?

A. Do not open the ICR until I get home. Then when I get home, copy the information from the ICR to the questionnaire for that household. Mark a large "X" across the front cover of the ICR and give it to the crew leader with the questionnaire for the household. Do not throw away the transcribed ICR. If I am unable to get the population information or an ICR for a person, tell my crew leader.

Are there any questions about the use of the ICR?

(ANSWER QUESTIONS)

When you run across an ICR situation, you can refer to your Enumerator's Instructions, sections 7F and 7G, to remind you of the correct procedures. This concludes our discussion on coverage and using the ICR.

Are there any questions?

(ANSWER QUESTIONS)
CHAPTER O. USING THE ENUMERATOR INSTRUCTIONS

We have read some passages in your Enumerator Instructions. That book contains the procedures for everything you will do.

These instructions are one of the most important tools you will use in your job. Turn to the first page of these instructions now.

(HOLD UP AN ENUMERATOR'S INSTRUCTIONS)

Most of the unexpected problems enumerators face become "what if" questions. "What if the respondents speak a language I can't understand?" "What if no one is ever home to answer my knock on the door?" "What if this person has another home someplace else?" These are typical questions you may find yourself asking. Your instructions will have the answers.

When you are working on the job, there will be times when you are unsure of what step to take next. Use the Enumerator Instructions to look up answers as the questions occur. Your instructions have Table of Contents to look up specific topics.

(PAUSE)
Each section has a title describing the topic discussed along with subtopics discussed. Each subtopic is identified by the section number followed by a capital letter.

Q. What topic is covered in section 5A, Mr(s)________?  
A. Completing Selected Items on the Front Cover Before the Interview.

Q. What topic is covered in section 6. Mr(s)________?  
A. Address Register Cover: Reporting Progress.

If you are unsure about the proper way to enter information on the questionnaire, you can scan the Table of Contents until you locate the topic. Then you turn to the page and read your instructions.

At this time, open your workbooks to page 11.

(ALLOW TIME)

On page 11, there is a short exercise on using the instructions.

In this exercise, you have to locate the instructions reference and write out the procedure. Read the directions to yourself now.

(ALLOW TIME)
Are there any questions?

(ANSWER QUESTIONS)

Now everyone begin the exercise.

(ALLOW 10 MINUTES)

Let us review the answers for this exercise.

(TRAINEES MAY HAVE MORE THAN ONE REFERENCE)

Q. Would you read Problem 1 and give us your answer, Mr(s)._____?

A. You are interviewing a household of 12 persons. You must use a continuation questionnaire.

Whose name goes in person column 1 of the continuation questionnaire? This information is found in Section 5, subsection 5C, on page 15 in the Enumerator Instructions.

Does anyone have a question on problem 1?

(ANSWER QUESTIONS)
Q. Would you read problem 2 and give you answer, Mr(s).________?

A. What do you do if all of the people in the households speak only Chuukese? This information is found in Section 7, subsection 7B, on page 18 of the Enumerator Instructions.

Notify the Survey Office to get help.

Are there any questions on problem 2?

(ANSWER QUESTIONS)

The purpose of this exercise has been to acquaint you further with the use of the enumerator instructions. There are procedures and details we will not have time to cover in training.

The important thing to remember is that problems can usually be resolved with use of the Enumerator Instructions.

Does everyone understand how to use the Enumerator Instructions?

(ANSWER QUESTIONS)

Using the reference material is as much a part of your job as conducting an interview. If you cannot find the correct procedures for a situation — or a solution to a problem — in your Enumerator Instructions or Questionnaire Reference Book, then you can ask us about it. I am here to help you. But I will expect you to look for your own answers before coming to me.

Are there any questions?

(ANSWER QUESTIONS)
CHAPTER P. WORK PROCEDURES FOR SPECIAL SITUATIONS

In the next part of our training, we are going to discuss more work procedures for special situations. To begin, let's consider a question that you may have thought of already ... What will I do if a respondent won't cooperate? You will find that most people do cooperate — some will even go out of their way to help you do your job.

(PAUSE)

But a small percentage of people are reluctant to be interviewed. Most of these reluctant respondents can be convinced to cooperate if you adhere to some fundamental practices and attitudes.

(PAUSE)

Let's look at some basic tips that will help you convince these reluctant respondents to cooperate. In a sense, you need to use the technique of a salesman. You need to know your product — the Survey — and be prepared to sell it. It starts with the introduction.

Memorize your introduction. Not only does this help avoid confusion with salespeople or door-to-door solicitors, but it helps to give you the edge on the respondent.

(PAUSE)

Above all else, maintain a positive attitude. You have a legal right to ask the questions and you should expect answers.

Let's see what the Enumerator Instructions tell us about gaining cooperation. Turn to page 24 of your instructions now. I want you to read section 7J - Person Refuses to be Interviewed.
(ALLOW TIME FOR TRAINEES TO READ THE SECTION)

### 7J Person Refuses to be Interviewed

**INSTRUCTIONS**

If a person refuses to be interviewed and the enumerator is unable to get a complete address and questionnaire:

1. Give the person a Privacy Notice, MI03-7. Talk about the importance of the Survey to the respondent's community. Stress the confidentiality of Survey information. (See Sections 1D and 1E).

2. If the person still does not cooperate:
   - a. Try to get as many answers as possible about the unit and its occupants from neighbors, or a rental agent, building manager, etc. Give a Privacy Notice to each person who answers questions.
   - b. The minimum requirements for a completed questionnaire are listed in Section 7I. If the enumerator cannot get the population information, print REFUSED in the space provided for the notes on the questionnaire cover.

3. Circle the housing unit on the map sheet (MI03-6).

4. Enter as much information as possible. Print "Refused" in column (8).

5. The enumerator should complete a MI03-11, Refusal Record, only if he or she has less than last resort information for the housing unit and its occupants. See illustration 7-4.

6. Give the questionnaire and Refusal Record to the Survey Office, and obtain a substitute housing unit.

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**Q.** What is the best way to prepare yourself to convince a reluctant respondent to cooperate, Mr(s)_______?

**A.** Give the person a Privacy Notice. Know why the Survey is being taken, and why the Survey is important to the community.

We have talked about these matters throughout the training. This discussion, the Questionnaire Reference Book and your Enumerator Instructions, are all sources of information about the Survey.

Some people claim our questions are too personal when they have not even heard them. One way to deal with objections to the questionnaire is to persuade the respondent to let you start asking
questions, with a promise to skip any he or she finds offensive. You can say "Well, just let me begin, and if there are particular questions you object to, tell me and we'll go on to the next one." Sometimes you can work your way completely through the questionnaire before the respondent protests. They may find nothing objectionable when they actually hear the question.

(PAUSE)

What if a person tells you that she or he is too busy or not feeling well enough to be interviewed? Well, you can point out that completing the questionnaire takes about an hour. Normally that won't disrupt a person's entire day. You can say that the questionnaire is important ... that it's your job to get it done ... and that it won't take very long ... that it costs money each time an enumerator has to make return visits. You can tell reluctant respondents that many programs are based — at least in part — on Survey population figures. A full and accurate count means improved planning and use of their tax dollars. People can be persuaded to cooperate when they see that the Survey is essential for fair distribution of government funds and is helpful on the local level.

(PAUSE)

Q. Can anyone suggest tactics for getting inside apartment buildings where the entrance is locked?

(CALL ON VOLUNTEERS TO OFFER SUGGESTIONS. ACCEPT ANY OF THOSE LISTED BELOW.)

A. Wait until someone comes out or goes in and then follow that person through the door. Look for a rental office or resident agent who can let you in. Knock on the door until you attract the attention of someone inside, then persuade that person to let you in. Inquire at nearby apartment building if there is a resident agent or superintendent. Often, two or more small apartment buildings will have one superintendent.
Find out from storekeepers, delivery workers or other people familiar with the neighborhood when residents are most likely to be going in and out. Usually this is when people are going to and from work.

Of course, any time you knock on a door, you should stand where the person inside can see you before opening. You should stand so the person inside can see your identification badge.

Other tactics sometimes work when a respondent won't open the door. One technique is to ask a friendly neighbor to speak to the respondent. If the respondent hears a familiar voice — or can look out and see the neighbor — the respondent knows he or she will not be faced with dealing with a stranger alone.

However, do not conduct the actual interview in the presence of the neighbor. This would infringe upon the respondent's right of confidentiality. Also the respondent may be reluctant to answer certain questions in front of another person.

Q. Can anyone think of other ways you could ask a cooperative neighbor to help with a reluctant respondent?

(CALL ON VOLUNTEER)

(THERE ARE NO "RIGHT" ANSWERS TO THE QUESTION. THREE ARE SUGGESTED BELOW. IF YOUR TRAINEES OFFER NO RESPONSES, SUGGEST ONE OF THE ANSWERS SHOWN AND TRY TO PROMPT THEIR THINKING.)
A. Ask the neighbor to knock on the door with you.
   Ask the neighbor to supply the person's telephone number and let you use the telephone.
   If such tactics fail, ask the neighbor to talk to the reluctant respondent when you leave and
   persuade the person to permit an interview later.

Are there any questions so far?

(ANSWER QUESTIONS)

Again most people will be cooperative, but what if you have difficulty finding people at home?

There are instructions for return visits. Turn to page 7 of the Enumerator Instructions. I want you to
read all of Section 2D - No One is Home (Callback Procedure). You may begin.

(ALLOW TIME FOR THE TRAINEES TO COMPLETE THE READING)

Q. What should you try to get from a knowledgeable respondent? Mr(s).__________?
A. The occupant's name, telephone number, and the best time to call.

Q. How many times do you attempt to contact the household by telephone before visiting again,
   Mr(s).______?
A. Three times within a two-day period.
Q. Where do you record each callback attempt?

A. On MI03-4, Callback Record.

If you cannot contact an occupant over the telephone, make a second personal visit. You are required to visit an occupied housing unit, if it is not a "refusal", three times before giving up — the initial visit and two callbacks. However, in inaccessible areas, you will not be required to make callbacks. I will tell you if you are not required to make callbacks in your area.

(WHEN HANDING OUT ASSIGNMENTS, TELL TRAINEES WHICH AREAS TO NOT MAKE CALLBACKS.)

(PAUSE)

Turn to section 7I - Last Resort Information — of your instructions on page 23.

(ALLOW TIME)

Read section 7I, Last Resort Information.

(ALLOW TIME)

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7I LAST RESORT INFORMATION

INSTRUCTIONS

You may find references to LAST RESORT information in materials for this 2012 Survey of Micronesian Migrants. The Survey Bureau uses Last Resort information, a few items about individuals and housing units, as base for allocating other information. However, for this Survey, we need all of the housing and population information, along with the expenditures information. So, if you come across a situation where you won't be able to get housing, population, and expenditures information, see section 7J, below, on filling a Refusal form. Then, return the refusal form, and other materials to the Survey Office to get a substitute housing unit.
This section lists the questions that must be answered at occupied units.

If a respondent refuses any information or a housing unit is vacant, and you can't get most of the information, you have to give up, and go to the Survey Office with a Refusal form and the other materials. Are there any questions about last resort information?

(ANSWER QUESTIONS)

You may come across households that have more than ten persons. In this situation, you must use an additional questionnaire.

Turn to page 20 in your instructions. Read all of section 5C, Completing Continuation Forms.

(ALLOW TIME)

<table>
<thead>
<tr>
<th>5C</th>
<th>Completing Continuation Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Use a continuation form when there are more than 10 individuals in a household.</td>
</tr>
<tr>
<td>2</td>
<td>Copy information from Items A through F in the GEOGRAPHIC CODE section of the first questionnaire to the continuation questionnaire.</td>
</tr>
<tr>
<td>3</td>
<td>Enter the next person AND person number from Household listing.</td>
</tr>
<tr>
<td>4</td>
<td>Complete the housing questions on the first form only. Do not complete housing questions on the continuation form.</td>
</tr>
<tr>
<td>5</td>
<td>Review the questionnaire to make sure all required population questions are answered and make sure answers are legible.</td>
</tr>
<tr>
<td>6</td>
<td>Complete Items G to J in the Geography section.</td>
</tr>
<tr>
<td>7</td>
<td>Certify the questionnaire — sign and date on the back of the questionnaire.</td>
</tr>
<tr>
<td>8</td>
<td>Indicate the Booklet Number by filling out the box provided immediately after the list of members in item K. For example: If two sets of questionnaires are used, enter Booklet &quot;1&quot; of &quot;2&quot; for the first booklet, and Booklet &quot;2&quot; of &quot;2&quot; for the second.</td>
</tr>
<tr>
<td>9</td>
<td>Attach the continuation questionnaire(s) to the first questionnaire.</td>
</tr>
</tbody>
</table>
When you use an additional questionnaire, be sure to copy items A to F to the continuation form in the "GEOGRAPHY" section on the front cover of the questionnaire and follow these instructions.

Are there any questions on using a continuation questionnaire?

(ANSWER QUESTIONS)

Many respondents will want to know why we ask the questions we do.

Q. What is a good reference for you when respondents ask questions about the Survey questionnaire, Mr(s).__________?
A. The Questionnaire Reference Book.

Nobody expects you to memorize the QRB, but you should take it with you in your portfolio. If a respondent asks you why a certain question is on the questionnaire, you can refer to the QRB.

We're now going to conduct a review exercise in which everyone will have an opportunity to practice dealing with a reluctant respondent. I will be the respondent. I will remain unconvinced as long as I can.

Everybody in the class must be the enumerator. I want you to volunteer arguments or statements or information that will help change my mind. Just speak up as a useful strategy occurs to you. If you don't volunteer, I'm going to call someone by name.
In this exercise, you may use any of the arguments we have heard earlier. You may refer to your QRB, or your instructions. If you like, read aloud to me out of these booklets.

Are there any questions about what I expect of you?

(ANSWER QUESTIONS)

I'll ask Mr(s). ______________ to open the exercise with the introduction on the questionnaire cover.

Then I want each of you to think of some way to persuade me to be interviewed. Remember, you may use your instructions, ideas from our discussion or the Questionnaire Reference Book.

Does everyone understand what we are going to do now?

(ANSWER QUESTIONS)

You may begin, Mr(s). ________________.

INTRODUCTION

E: Hello, my name is (Trainee's own name) and I'm an official Survey taker for the 2012 Survey of Micronesian Migrants. This is my identification (PAUSE) and here's some information about the purpose of my visit (Give respondent copy of Privacy Notice). For the average household, this interview should take about an hour.

(INTERRUPT)
Remember to give each respondent a Privacy Notice and allow them time to read it.

Let's continue with the review, Mr.(s) _______________.

Remember, you must ask the question on the Address Listing Page first.

E: What is the full name ... (INTERRUPT)

R: I'm busy. Now the government is following me home. I do not want to talk to you.

I'm tired of spending all my time dealing with government forms. The government doesn't help me run my business. Why should I help the Survey?

(WAIT FOR RESPONSE)

I'm really not against you personally, but I don't want to deal with your questions now. I'll give you a call next month.

(FROM THIS POINT ON ALLOW DIFFERENT TRAINEES TO OFFER ATTEMPTS TO PERSUADE YOU TO COOPERATE. IF NECESSARY, CALL ON SOMEONE TO SPEAK. USE SOME OF THE REPLIES BELOW TO RESPOND. ALLOW THIS EXERCISE TO RUN TEN MINUTES MAXIMUM, OR UNTIL EVERYONE HAS HAD A CHANCE TO TAKE PART.)
R: The government has no business snooping into my personal life.

(WAIT FOR A TRAINEE TO RESPOND)

R: I'm not going to give you confidential information. I don't want people to know how much money I'm making.

(WAIT FOR A TRAINEE TO RESPOND)

R: I don't see why you need this information anyway. I never heard of anyone using Survey information around here.

(WAIT FOR A TRAINEE TO RESPOND)

R: Am I required by law to answer your questions?

(WAIT FOR A TRAINEE TO RESPOND)

R: Don't I have some right to privacy in this matter?

(WAIT FOR A TRAINEE TO RESPOND)

R: I'm sure that there are questions on that questionnaire that I would find personally objectionable.

(WAIT FOR A TRAINEE TO RESPOND)

R: I probably don't have the information you need here at home. Let me give you my lawyer's name. My lawyer can handle the whole thing.

(THE REACTIONS SHOWN SHOULD PROMPT A TRAINEE TO POINT OUT THAT Survey QUESTIONS ARE SIMPLE AND ROUTINE.)

R: I don't see why the government had to start a Survey anyway. This area has been getting along fine up to now without a Survey. Leave the questionnaire. If you'll go away, I promise I'll fill it out and return it to you next week.
It seems that this respondent wants nothing to do with the Survey. You may never run into a person who cannot be convinced. In case you do, however, contact your supervisor.

(PAUSE)

At this time, does anyone have a question about dealing with reluctant respondents, last resort information, or continuation questionnaires?

(ANSWER QUESTIONS)

Now turn to page 16 of the Enumerator's Workbook for a couple of examples of "What if" situations. Take a few minutes to do these exercises.
"WHAT WILL I DO IF....."

DIRECTIONS: Read the problem, then use your instructions to find the correct procedure. Write the instruction reference and procedure in the space provided.

Problem One: You are an enumerator working in your assignment area. Your visit finds no one at home. Neighbors tell you that the young couple occupying the house both work. You return the next day. Still no one is home. The following evening you return again, with no results. You have made three visits to the address and no one is ever home. The Enumerator Instructions tell you to obtain "last resort" information for the household. What is last resort information?

Enumerator Instruction:_______________________ Page(s)_________.

Procedure: (briefly, in your own words):

Problem Two: Marvin and Edna Taft supplement their retirement income by renting a furnished room to a college student. Since the student does not have direct access to the room, he does not occupy a separate housing unit. He is a member of the Taft household and his population information belongs on the Taft questionnaire. However, all that the Tafts can tell you about him is his name and the fact that he sometimes pays his rent late.

Should you wait several hours until the student returns, or is there a procedure for getting his information?

Enumerator Instruction:_______________________ Page(s)_________.

Procedure: (briefly, in your own words):
CHAPTER Q. PAY AND SAFETY

(PAY IS EXPLAINED SEPARATELY)

I want to say something about safety. Enumeration is not hazardous work, but there are common sense precautions you take in any job.

When driving, always obey speed limits and traffic signals. If you have to consult a map or look for an address in your register, don't try while driving. Stop and pull off the road, out of traffic.

When approaching houses, be alert for dogs or "Beware of the Dog" signs. If there's a dog in the yard, try calling to someone or blowing your car horn to attract attention. Don't take chances with animals you don't know, even if the dog appears peaceful.

When walking, watch for moving vehicles, watch for broken places in sidewalks and for broken or rickety stairs. If there is a handrail on stairs, use it. Watch for loose objects on sidewalks, stairs, or steps to houses, such as children's toys that can trip you.

If you do have an accident, get first aid or medical attention right away, then report the matter to me. Of course, no one wants to get hurt. It's never pleasant to suffer an injury on the job.
CHAPTER R. PROGRESS AND COST REPORTING

We are ready to learn the Progress and Cost Reporting procedures.

(PAUSE)

Locate your Enumerator Instructions. I want you to turn to Section 6, Reporting Progress, beginning on page 15.

(ALLOW TIME)

That's the entire Section 6 — Reporting Progress and Cost.

(ALLOW TIME)

SECTION 6 ADDRESS REGISTER COVER: REPORTING PROGRESS

The Address Register Cover is used to monitor your progress during the enumeration. It is divided into 5 sections, but you will only really be concerned with Section 3.
# Illustration 6-1

Recording Daily Progress on the Listing Record Cover

**ADDRESS REGISTER**

2012 Survey of Micronesian Migrants

<table>
<thead>
<tr>
<th>1. ASSIGNMENT INFORMATION</th>
<th>2. IDENTIFICATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personnel</td>
<td>Name</td>
</tr>
<tr>
<td>a. Crew leader</td>
<td></td>
</tr>
<tr>
<td>b. Enumerator</td>
<td></td>
</tr>
<tr>
<td>c. Reassignment enumerator</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3. ENUMERATOR DAILY PROGRESS RECORD</th>
</tr>
</thead>
<tbody>
<tr>
<td>a. Date</td>
</tr>
<tr>
<td>b. Living quarters enumerated today</td>
</tr>
<tr>
<td>c. Living quarters enumerated to date</td>
</tr>
<tr>
<td>d. Call backs outstanding</td>
</tr>
<tr>
<td>e. Diaries dropped off</td>
</tr>
<tr>
<td>f. Diaries picked up</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>4. CREW LEADER AND OFFICE USE</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Field Review</td>
</tr>
<tr>
<td>Final Field Review</td>
</tr>
<tr>
<td>Matching &amp; reconciliation</td>
</tr>
<tr>
<td>Check-in &amp; merge</td>
</tr>
<tr>
<td>Edit</td>
</tr>
<tr>
<td>Coding</td>
</tr>
<tr>
<td>Keying</td>
</tr>
<tr>
<td>a. Date</td>
</tr>
<tr>
<td>b. Initials</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>5. OFFICE USE ONLY — LISTING RECORD TOTALS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Population</td>
</tr>
</tbody>
</table>

**Section 1.** Note that Section 1 of the Address Register is for Assignment information. This information should already be filled in before you get the Address Register and your assignments during training. The information in Section 1 includes your crew leader's name and telephone number (and the date he or she was assigned), and your name and telephone number (and the date you were assigned). If you are a reassignment enumerator (because the first enumerator quit or was reassigned for some reason), your name will be on line "c", with your phone number.

**Section 2.** Section 2 contains the information about your assignment areas. There are 113 assignment areas on Hawaii, each one with an Interviewer Assignment sheet (MI03-5). If you have an especially large map segment (assignment area), you may only have one Interviewer Assignment sheet. However, most enumerators will have two or three assignment areas. If you are especially productive, or are working to earn more money, you may have more than three assignment areas, in
which case you will need a second address register assignment sheet; check with your crew leader or the Economic Research Center, Survey Office, if you are assigned more than three Interviewer Assignment sheet areas. For each area, record the District Name and code (which is the Election District, located in box "a" of the Interviewer Assignment sheet, and will always be the name of the District (e.g., Agana, Agana Heights...), the 2 digit code for "Number", AND the Segment number for the map segment, which also will be recorded in box "a".

On the Address Register Cover (MI03-2), make entries in Section 3, Regular Enumerator Daily Progress Record, for each day the enumerator works.

Section 3. Section 3 is for the Enumerator Daily Progress Record.

1. At the end of each workday, enter the month and day in the next column of item 3a.

2. Count the households enumerated on this workday. [(Count the new lines filled on the Listing Page for this date to arrive at the number of households enumerated during that day (Item 3b)].

3. Add the households enumerated (Item 3c) from the previous workday, to the housing units enumerated this day (Item 3b) to arrive at the number of housing units enumerated. (See Illustration 6-2)

4. If the enumerator uses more than one Listing Record, carry the last entry in Item 3c to the first column of Item 3c of the new listing form.

5. The enumerator should enter the number of housing units he or she has listed but for which he or she has not obtained a completed questionnaire (that require follow-up calls) to arrive at the number of follow-up calls outstanding in Item 3d.

Section 4. The Survey Office Reviews of the Enumerator's Work

The Survey Office continually reviews the enumerator's work. In addition, there are two major reviews called first review and final review. The forms used for these reviews are located on the inside front cover of each Listing Record. These reviews are conducted to measure the quality of the enumerator's work.

1. **First Review**

   This review is conducted within 2 or 3 days after the enumerator begins working.

2. **Final Review**

   This review is conducted when the enumerator completes an entire EDs. The Survey Office reviews the Listing Forms, the questionnaire, and map with a more detailed checklist than the one used for the first review. Some of the addresses in each EDs were listed on a separate form before hand. The Survey Office matches these advance listings for the enumerator's EDs to his or her listings using a checklist. The results are used to determine the completeness and quality of the enumerator's work.
When we talk about progress and cost, progress means the number of questionnaires you complete each day. This information goes to the Survey Office so that they can judge how long enumeration is taking and if the program is staying within the budget. Cost means the miles you drive and the hours you work. We're not talking about payroll at this time.

(PAUSE)

Q. How often are you to report your progress to me (the crew leader), Mr(s).______?
A. Every day or when you schedule a time to meet with me (the crew leader).

Q. When are you to report the total number of questionnaires completed to date, Mr(s).________?
A. Every day or when you schedule a time to meet with me (the crew leader).

Q. When are you to report hours worked and miles driven, Mr(s)._______?
A. Every day or when you schedule a time to meet with me (the crew leader).

(ALLOW TIME)

Look at the illustration on page 17 of the Enumerator's instructions.

(PAUSE)

<table>
<thead>
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</tr>
<tr>
<td>c. Living quarters enumerated to date</td>
</tr>
<tr>
<td>d. Call backs outstanding</td>
</tr>
</tbody>
</table>
As you can see, this illustration represents an enumerator who started to work on April 1. On that day, the enumerator completed 3 questionnaires. That is the total of living quarters enumerated on that date.

You have the date on line a, 3 living quarters enumerated today on line b, 3 living quarters enumerated to date on line c, and 0 callbacks outstanding on line d.

Q. On March 2, how many living quarters did this enumerator complete, Mr(s)._______?

A. 2

As you can see this number, 2, is added to the previous days total to determine your entry for line c, "Living quarters enumerated to date."

The total to date on March 2 is 5. Does everyone understand this procedure? Notice that callbacks are the only entry not "to date." All other lines are cumulative to date.

(ANSWER QUESTIONS)

Finally, I will review your work as much as I can. I will look to see that all entries in the address register and on the questionnaire are legible and correct. I will make sure that the address register entries are consistent with those on the questionnaires and that you have map circled. If your work doesn't pass these reviews, you will have to redo the work. Therefore, work as efficiently as you can in order to avoid these problems.

Continuing on page 24, look at the discussion for section 4.

(ALLOW TIME)
This is the section called: Crew Leader Reviews of Your Work.

This section tells you of the type of reviews I will be doing to review your work. We will not take time to read it now. Follow these instructions when you are preparing your completed work. If you have any questions contact me. Are there any questions?

(ANSWER QUESTIONS. LIMIT DISCUSSION ON TURNING IN COMPLETED WORK. HANDLE THESE SITUATIONS AS THEY COME UP).
CHAPTER S. SUMMARY

We're now going to have a brief review of your job as an enumerator.

If you have any questions during the review, please ask them.

Q. What are the four major parts of the enumerator's job, Mr(s.)__________?
   A. Canvassing, listing, interviewing, and map circling.

Q. What is the best time of the day to do the job, Mr(s).______?
   A. Late afternoon, early evening.

Q. What is your basic reference for information about the questionnaire, Mr(s)._______?
   A. Questionnaire Reference Book.

Q. What is your basic reference for job procedures and problems, Mr(s)._________?
   A. The Enumerator Instructions.

Q. Would you please give the standard introduction you will use, Mr(s).__________?
   A. Hello. My name is (YOUR NAME) and I'm an official Survey taker for the 2012 Survey of Micronesian Migrants. This is my identification (PAUSE) and here's some information about the purpose of my visit (GIVE RESPONDENT COPY OF PRIVACY NOTICE). For the average household, this interview should take about two hours.
Q. What question must be asked after you have made the introduction Mr(s)._________?
A. The question in BOLD print on the address listing page.

Q. What items in the "GEOGRAPHY" section of the questionnaire on the front cover are to be completed before the interview, Mr(s)._________?
A. Items A to D.

Q. After a questionnaire is filled out, what do you need to do before leaving the household?

(ANYONE)

A. 1. Check the questionnaire for completeness.
2. Complete items E to H on the front cover of the questionnaire, and sign and date on the back cover.

After leaving the household, you must complete the appropriate columns on the Address Listing Page — date and time finished and population.

Does anyone have any questions about the job?

(ANSWER QUESTIONS)

We are ready to hand out assignments now. When you receive your assignment, you should examine your materials to make sure you know the area, or areas, where you will be working. Look at the map, which you will find in the map pouch. If you are unsure of the location or the general area in which you will be working, discuss the assignment with me.
This concludes the training for enumerators. From this point on, it is up to you to get the job done, to get it done according to procedures, and to get it done on time. You will run into some problems. But if you were not capable of handling the problems, you would not be here.

If you are unsure how to proceed, think about what was done and said in training. Look for the answer in your Enumerator Instructions. If you don't know how to deal with the situation, contact us. If we don't know the answer, we'll get you the answer.

Did everyone sign in for both days of training? You only get paid for the training you attended, but you must sign to get paid. If you missed a day of training, do not complete a form for that day. Are there any questions?

(ANSWER QUESTIONS AND PASS OUT ASSIGNMENTS. ARRANGE MEETING PLACES WITH ALL ENUMERATORS TO TURN IN PAYROLL FORMS AND COMPLETED WORK.)