

# **Millennium Cohort Study: Telephone Study of 3,000 Non-Responders**

**Final Report**

**Submitted to**

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# 1. Overview of the Study

The Millennium Cohort Study (MilCohort) was designed to evaluate the long-term health of enrolled members of active duty and guard/reserve military by following a cohort first identified in 2001 for up to 21 years. MilCohort requires about 30 minutes of participant's time every three years for the follow-up interviews which can be completed either on the web or via a mail survey. With an initial sample size of 77,000, MilCohort has the potential to be the definitive source for evaluation of the long-term health of people who served in the military, and to benefit future members of the military.

The success of MilCohort depends on retention of cohort members throughout the follow-up rounds. The MilCohort project team is aiming for a 90 percent retention rate for this cohort. However, after the first follow-up survey conducted from June 2004 to February 2005, there were still approximately 29,000 non-respondents (or 38 percent). This prompted the Naval Health Research Center (NHRC) to fund a study of 3,000 non-respondents to gather information on why sample members are not participating in the current round of MilCohort and to prompt sample members to participate.

This report describes the activities associated with conducting the Millennium Cohort Study: Telephone Study of 3,000 Non-Responders (MilCohort Non-Response Study), which RTI conducted for the NHRC. The pilot study consisted of telephone prompting calls to this subset of cohort non-respondents, as well as moderate tracing of non-respondents that could not be reached by telephone. The survey was administered to active and non-active military personnel who had not responded to the current round of the full self-administered Millennium Cohort Study. In the following sections, we describe the study sample and survey instrument. *Chapter 2* provides an overview of the data collection methods, and *Chapter 3* provides the results of the non-response questions as well as suggestions for areas of improvement for future rounds of MilCohort.

## 1.1 The Study Sample

NHRC provided RTI with a sample of 3,000 randomly selected cases of non-respondents to the Panel 1 Millennium Cohort Study. The data file of non-respondents contained the following variables:

- Social Security Number (SSN)

- Full Name
- Date of Birth
- Sex
- ID Correspondence
- Status Date
- Bad Address Indicator
- Complete Mailing Address
- E-mail Address
- Phone Number

After obtaining the sample file and prior to the start of data collection, RTI submitted the sample file to outside vendors to perform batch tracing steps. These steps are discussed further in *Section 2.3*. On a regular basis throughout data collection, RTI submitted updated contact information (e-mail, address, telephone number) as provided by respondents to NHRC.

## 1.2 The Non-Response Study Questionnaire

The MilCohort Non-Response Study questionnaire was developed by a joint effort between the MilCohort Study team and RTI. The non-response questionnaire covered five areas: introduction, informed consent, non-response questions, participation prompting, and closing. A copy of the final questionnaire can be found in *Appendix A*. The questionnaire was programmed using Blaise software, and underwent several rounds of testing before data collection began.

A short introduction let sample members know that RTI staff were calling on behalf of the U.S. Department of Defense (DoD). The informed consent provided the respondent with key information which they could use to make an informed decision about participation in the non-response study. This information included the length of the survey, the protocol to share the information obtained with the MilCohort Study team at DoD, confidentiality assurance, notice that participation was voluntary and the participant could stop the interview at any time.

The non-response section was the main portion of the instrument. Questions asked in this section included:

- Reason for not participating in the current round of the MilCohort Study,
- Awareness of incentives,
- Evaluation of items to better encourage participation, and

- Reporting of health status.

Participation prompting followed the non-response section and allowed for collection of e-mail addresses as well as updated contact information (including mailing address and telephone number). The survey ended with a closing section thanking the respondent for their participation in the non-response study.

## 2. Data Collection Activities

NHRC provided a sample of 3,000 non-respondent cases that were sent to RTI's Call Center Services (CCS) unit. Interviewing began on September 8, 2005, and ended on November 11, 2005. Activities conducted prior to and during the data collection period are summarized in *Exhibit 2-1*.

**Exhibit 2-1. Data Collection Schedule**

| Activity                       | Dates                                 |
|--------------------------------|---------------------------------------|
| Batch Tracing                  | September 1-8, 2005                   |
| Telephone Interviewer Training | September 6-7, 2005                   |
| Training for Tracing Staff     | September 15, 2005                    |
| Intensive Tracing              | September 19, 2005 - October 27, 2005 |
| Data Collection                | September 8, 2005 - November 11, 2005 |

Detailed descriptions of the training, tracing, and data collection activities are provided in the sections that follow.

### 2.1 Interviewer Training

We trained a total of 13 experienced telephone interviewers, 2 Team Leaders, 1 Supervisor, and 1 Monitor for the study. All telephone interviewers were required to attend a 6-hour project-specific training session before starting work on the survey. The trainers used a combination of lecture, role-play exercises, question and answer sessions, and demonstration and practice interviews. The demonstration and practice interviews were designed to focus on procedures involving particular situations that the interviewers might encounter when administering the interview. A portion of the training was devoted to a discussion of the background of the project, the longitudinal nature of the study design, and gaining cooperation. Additionally, all interviewers, supervisors, and monitors were trained on project specific confidentiality procedures and required to sign an affidavit of non-disclosure and a confidentiality agreement (see *Appendices B and C*).

### 2.2 Telephone Survey Quality Control Procedures

RTI project staff implemented several quality control procedures during the telephone data collection period to ensure that data of the highest possible quality would be collected. The

first effort to ensure that we collected high quality data was made during the interviewer training sessions. The trainer and telephone supervisor observed each interviewer's performance during the session, and made sure that extra attention and help were given to those interviewers who had difficulty with a procedure or question specification. Interviewers were not allowed to begin work on the project unless they had performed satisfactorily during the training. In addition, all monitors, team leaders, supervisors and interviewers were required to take an oral exit exam at the end of training, and those who did not pass were required to spend more time learning the procedure in question (that they failed to answer correctly on the exit exam) and more time practicing mock interviews before they were allowed to begin work on the survey.

The second quality control measure implemented during the telephone data collection period involved silent monitoring of each interviewer's work. Telephone supervisors and other project staff used RTI's computerized silent monitoring system to unobtrusively listen to a sample of calls made by all telephone interviewers. Interviewers were provided both written and verbal feedback on their performance to use to improve their performance for the remainder of the study. Monitoring was conducted throughout the entire data collection period.

As a third quality control measure, project staff held regular meetings with the telephone interviewers and supervisors throughout the data collection period. During these meetings, multiple issues were discussed including operating issues such as production, the results of quality control monitoring, and problems/issues that the interviewers noticed that could potentially impact the response rate. As a result of the information gleaned through these open discussions with the interviewers, project staff prepared and provided interviewers with scripts containing additional statements to clarify the purpose of the survey for the respondent, why it is important, and gave the interviewers instructions on how to handle problematic situations as they arose.

Finally, RTI project staff actively monitored both production levels and the distribution of cases across event and status codes. We monitored the number of refusals and the status of refusal conversion and tracing cases. Each case designated by our call center as needing tracing was reviewed to make sure that all roster lines had been attempted and efforts exhausted on those roster lines, before sending the case to our tracing unit for intensive tracing. These steps allowed us to identify problems early on and ensure that the sample was being worked efficiently.



## 2.3 Tracing Results

The process of tracing for the MilCohort Non-Response Study was initiated for all sample members up front during batch tracing as well as throughout data collection if the contact data proved insufficient for contacting a sample member by telephone. Tracing was critically important for locating individuals who may have moved or changed telephone numbers since the last round of the Millennium Cohort Study data collection or for individuals who did not have a working telephone number prior to the start of the MilCohort Non-Response Study. RTI's tracing efforts yielded both address and telephone number updates, however only updated telephone number were used for this telephone non-response study.

Tracing was conducted in two steps. First, available information from sample lists was submitted to vendors who matched this information with publicly available databases; this is referred to as "batch tracing". Second, intensive tracing was applied to sample members for which calls had been attempted but the sample member was not located and for which a telephone number was lacking after batch tracing. In intensive tracing, trained tracing staff would attempt to locate a sample member through a series of intensive locating steps. We describe each of these tracing steps in further detail below.

### 2.3.1 Batch Tracing

The primary objective of conducting batch tracing was to provide updated sample contacting information in an efficient manner. Three ways we achieved the primary objective included: 1) decreasing the number of cases that required individual, intensive tracing, 2) decreasing the cost of intensive tracing by providing tracing staff with the maximum amount of contacting information available for subsequent locating steps, and 3) maximizing the number of cases that could be interviewed over the telephone. After obtaining the sample, we sent the sample file to an outside vendor to perform three batch tracing steps: National Change of Address (NCOA), Telematch, and COMSERV, Inc.

- NCOA is a database consisting of change of address data submitted to the U.S. Postal Service.
- Telematch is a computerized telephone number service that uses a name, street address and zip code to match against residential white pages to develop a telephone number.

- COMSERV is a computerized system containing a comprehensive database of information on deceased individuals. COMSERV pioneered the unique DIS concept in 1980 with a database of approximately 23 million individuals.

Batches of contacting information were submitted first to NCOA to obtain an updated address (if the sample member had filed a change-of-address with the U.S. Postal Service). The CATI database was updated with any new information, and then records were submitted to Telematch for a telephone number update. New information obtained through batch tracing was appended to records for each sample member without overwriting existing information.

The batch tracing results from NCOA and Telematch provided an early indication that tracing the sample was going to be a challenge. From NCOA, we received a match rate of 9 percent and a corrected zip code rate of 33 percent. The NCOA match rate indicates the number of names and addresses that match to their database. The normal NCOA match rate is between 2 and 8 percent. Files with match rates that fall outside of the expected range often indicate significant address problems. For Telematch, we received updated phone numbers for approximately 40 percent of the sample. This match rate is significantly less than other telephone studies at RTI which typically receive a match rate between 45 percent and 55 percent. For COMSERV, we received five records confirming a deceased sample member. COMSERV matched on social security number (SSN,) date of birth, and first and last name. *Exhibit 2-2* displays a summary of our batch tracing results.

**Exhibit 2-2. Batch Tracing Results**

| Vendor       | Number of Updates Received | Match Rate |
|--------------|----------------------------|------------|
| NCOA         | 274                        | 9%         |
| Telematch    | 1,193                      | 40%        |
| COMSERV, Inc | 5                          | 0.2%       |

After batch tracing, we had approximately 485 cases for which we had either a phone number with a non-existent or missing area code or were missing a phone number entirely. We put these cases on hold until we could determine if we had adequate tracing resources to conduct intensive tracing on these cases.

### 2.3.2 Intensive Tracing

The second component of tracing was intensive tracing. Cases were routed to intensive tracing if a call (or several calls, as necessary) had been attempted by an interviewer but the

potential respondent was not located or if cases lacked a telephone number after batch updates. *Exhibit 2-3* displays a summary of the individual submissions we sent to intensive tracing.

**Exhibit 2-3. Summary of Individual Submissions to Intensive Tracing**

| Batch | Number of Cases | Type of Case  | Date Submitted to Intensive Tracing | Level of Effort | Locate Rate |
|-------|-----------------|---|-------------------------------------|-----------------|-------------|
| 1     | 200             | Cases containing phone numbers that proved to be not viable after work in the Call Center | September 19 <sup>th</sup>          | 15 minutes      | 73%         |
| 2     | 500             | Cases containing phone numbers that proved to be not viable after work in the Call Center | September 28 <sup>th</sup>          | 15 minutes      |             |
| 3     | 350             | Cases containing phone numbers that proved to be not viable after work in the Call Center | October 5 <sup>th</sup>             | 30 minutes      | 72%         |
| 4     | 50              | Cases containing a bad area code or no phone number                                       | October 5 <sup>th</sup>             | 15 minutes      | 65%         |
| 5     | 433             | Cases containing a bad area code or no phone number                                       | October 19 <sup>th</sup>            | 15 minutes      |             |

During the intensive effort, tracing staff reviewed the contacting information associated with a particular sample member. The tracer would then perform a series of real-time searches of the contacting information available in consumer credit bureau databases that might help locate the particular sample member. Additionally, tracers would search a series of proprietary databases for contacting information that included information culled from public and financial records. Other sources that tracers used included Directory Assistance, reverse directories, residential sources, specialized directories, and other consumer databases.

After intensive tracing yielded viable contacting information for a sample member, a tracer would confirm that the number was a working telephone number before submitting located cases back to the call center. On average, each tracer worked a case for a 15 minute level of effort. This initial 15 minute level of effort yielded an overall 73 percent locate rate for the first 700 cases. Approximately half way through intensive tracing, we conducted an experiment with 350 cases to see if an additional 15 minute level of effort would yield a higher locate rate. We found that the additional 15 minutes did not increase the overall locate rate (72 percent).

We followed a similar multi-step process for cases which had bad contact information at the beginning of the study once it became clear that we had sufficient resources to conduct intensive tracing for these cases. Initially, we sent 50 cases with bad contact information to

intensive tracing with a 15 minute level of effort. These efforts resulted in a 68 percent locate rate. After evaluating our resources again, we determined that we had sufficient resources to send the remaining 433 bad contact cases to intensive tracing. The overall locate rate for the bad phone number cases was 65 percent which is approximately 8 percent less than we achieved for cases where we initially had usable contact information.

Overall, of the 1,533 sample members who required intensive tracing, viable contacting information was identified for approximately 70 percent of the cases ( $n=1,079$ ). Intensive tracing activities began on September 19<sup>th</sup> and ended October 27<sup>th</sup>. *Exhibit 2-4* summarizes the outcome of the intensive tracing activities.

**Exhibit 2-4. Intensive Tracing Results**

| Summary of Cases                                | Number | %    |
|---|--------|------|
| Located   | 1,079  | 70%  |
| Unable to Locate                                | 454    | 30%  |
| Total Number of Cases Sent to Intensive Tracing | 1,533  | 100% |

## 2.4 Call Outcomes

Data collection began on September 8, 2005, and ended on November 9, 2005. If a telephone number was provided, interviewers attempted to contact the sample member. Any cases with incomplete contacting information were submitted for tracing, and subsequently routed to telephone interviewing once new contacting information was obtained. Originally, RTI budgeted an average number of 4 attempts for all cases. Due to this budget constraint, we targeted calls to households during times that have been shown to be most productive in terms of contacting households and completing interviews. For the first two call attempts, we called during the evening/weekend time slots to maximize our chances of reaching sample members at home.

As data collection progressed and as we reviewed our budget carefully, we increased the number of call attempts in order to increase our chances of completing additional interviews with the harder to reach sample members. *Exhibit 2-5* displays the dates and time we increased the maximum number of attempts throughout the data collection period. A majority of the increases took place prior to the weekend when we experienced higher contact rates.

**Exhibit 2-5. Increase in the Number of Call Attempts by Date**

| <b>Number of Call Attempts</b> | <b>Day of the Week Call Attempt Increase Occurred</b> | <b>Date Call Attempt Increase Occurred</b> |
|--------------------------------|---|--|
| 8 attempts                     | Friday  | September 23rd                             |
| 12 attempts                    | Friday  | October 7th                                |
| 15 attempts                    | Wednesday   | October 12th                               |
| 18 attempts                    | Friday  | October 21st                               |

During data collection, we tracked the mean call count by summary status group. The mean number of call attempts by summary status group is displayed below in *Exhibit 2-6*. The average number of call attempts for the ineligible cases was 6, for the not located cases was 4, for the not interviewed cases was 9, and for the completed cases<sup>1</sup> was 5. The overall mean call count for the entire sample was 7. As anticipated, the harder to reach non-interview cases took substantially more effort to follow-up than did the completed cases. In addition, even the completed cases took more than the originally budgeted 4 attempts.

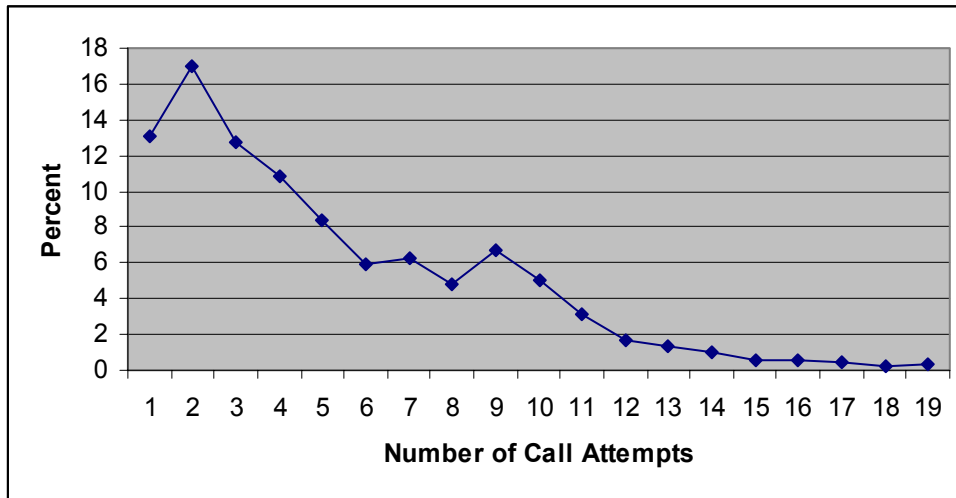
**Exhibit 2-6. Mean Call Count by Summary Status Group**

| <b>Final Status</b> | <b>Mean Call Count</b> |
|---------------------|------------------------|
| Ineligible          | 6                      |
| Not Located         | 4                      |
| Not Interviewed     | 9                      |
| Completed           | 5                      |
| Overall             | 7                      |

During data collection, we also tracked the distribution of attempts for the completed cases. In *Exhibit 2-7*, we show that approximately 54 percent of the completed interviews ( $n=484$ ) took place during the first 4 attempts. However, to increase our yield of completed interviews, we had to increase our number of attempts. The number of completes shows a steady decrease the higher the attempts with the exception of a slight increase between attempts 6 and 7 and a more significant increase between attempts 8 and 9.

<sup>1</sup> Of 16 NHRC completed cases, 4 were contacted but did not complete the non-response interview, 7 were not contacted, 5 were not called.

**Exhibit 2-7. Percent of Completed Cases by Call Attempt**



By raising the maximum call attempts to 8, we obtained an additional 228 completed interviews (25 percent), raising the maximum call attempts to 12 resulted in an additional 148 completed interviews (17 percent), raising the maximum call attempts to 15 resulted in an additional 26 completed interviews (2 percent), and raising the maximum call attempts to 18<sup>2</sup> resulted in an additional 14 completed interviews (2 percent).

## 2.5 Data Collection Outcomes

Data collection activities resulted in a response rate of 31 percent. The response rate for the MilCohort Non-Response Study was calculated by taking the number of completed interviews divided by the number of interviews plus the number of non-interviews plus cases of unknown eligibility. Its value is equal to the product of the contact and cooperation rates, which for this study was equivalent to AAPOR Response Rate 4 (RR4)<sup>3</sup>. *Exhibit 2-8* shows the final disposition of cases which was used in the response rate calculation.

Refusal cases were isolated in a different queue within the call scheduler so that only our most experienced interviewers were able to work those cases. Just under 6 percent ( $n=172$ ) of sample members ever refused during the non-response study<sup>4</sup>. Refusals from sample members

<sup>2</sup> Three cases received 19 attempts. The maximum call attempts setting can be overridden if there has been an appointment set immediately prior to max call attempt.

<sup>3</sup> American Association of Public Opinion Research, 2000.

<sup>4</sup> 172 sample members initially refused the non-response study and received a refusal strength rating of mild, firm, or hostile. An additional 58 cases were coded as refusal by other and were not given a refusal strength rating since these were not sample member refusals.

occurred for a variety of reasons that were categorized by reason and strength of the refusal within the CATI system. Interviewers were able to code multiple reasons for refusal per case. The most cited reason for refusal was being not interested in the study ( $n=97$ , 43 percent), followed by some other reason ( $n=62$ , 27 percent), being too busy or not having time to participate in the survey ( $n=27$ , 12 percent), hanging up before or during the introduction ( $n=24$ , 11 percent), and 2 percent or less for each of the following 3 reasons: asked about the purpose of the study ( $n=4$ , 2 percent), asked how long the survey would take ( $n=3$ , 1 percent), and asked how his/her name was selected ( $n=5$ , 2 percent).

**Exhibit 2-8. Final Dispositions**

| Number in Sample                             | 3,000        |               |
|--|--------------|---------------|
|  | No.          | Percent       |
| <b>Completed Qx/Interviews</b>               |              |               |
| Completed Non-Response Interview             | 908          | 30.3%         |
| <b>Total</b>                                 | <b>908</b>   | <b>30.3%</b>  |
| <b>Ineligible Cases</b>                      |              |               |
| Ineligible - Deceased                        | 5            | 0.2%          |
| Not ever released - due to Hurricane Katrina | 41           | 1.4%          |
| NHRC reclassified as MilCohort responders    | 16           | 0.5%          |
| <b>Subtotal Ineligible Cases</b>             | <b>62</b>    | <b>2.1%</b>   |
| <b>Other Final Non-Interviews</b>            |              |               |
| Final Subject Located/Verified               | 27           | 0.9%          |
| Final Subject Not Yet Located/Verified       | 950          | 31.7%         |
| Final Refusal                                | 117          | 3.9%          |
| Final Other non-interview                    | 82           | 2.7%          |
| Final Out of Country                         | 98           | 3.3%          |
| Final Unable to Locate                       | 704          | 23.5%         |
| Final Language Barrier                       | 25           | 0.8%          |
| Partial Complete                             | 27           | 0.9%          |
| <b>Total Other Final Non-Interviews</b>      | <b>2,030</b> | <b>67.7%</b>  |
| <b>Total Final Cases</b>                     | <b>3,000</b> | <b>100.0%</b> |
| <b>Total Eligible Cases</b>                  | <b>2,938</b> |               |
| <b>Raw Response Rate</b>                     |              | <b>30.3%</b>  |
| <b>Adjusted Response Rate</b>                |              | <b>30.9%</b>  |

Just over one-half of the refusals received were mild refusals ( $n=88$ ), that is the sample member conveyed his or her concern in a non-threatening manner. An additional 44 percent ( $n=75$ ) were firm refusals and 5 percent ( $n=9$ ) were hostile refusals. Interviewers attempted up to two contacts with the sample member to convince him or her to participate in the MilCohort

Non-Response Study after the initial refusal. Hostile refusals, including threats of legal action and other statements that indicated to the interviewer or project staff that the sample member did not want to participate in the non-response study, were not contacted a second time; rather they were coded as final refusals after the first occurrence.

Ineligible cases consisted of cases where we determined the sample member was deceased, could not be contacted because their phone number fell into the regions devastated by Hurricane Katrina, or they completed the full NHRC interview during the non-response study field period. Only 2 percent of cases (n=62) were determined to be ineligible.

Other final non-interview cases consisted of final subject located/verified, final subject not yet located/verified, final refusals, final other non-interviews, final out of the country cases, final unable to locate cases, final language barrier cases, and partial interviews. Final subject located/verified cases are cases where we spoke to the sample member but were unable to complete an interview during the non-response survey period. Final subject not yet located/verified cases were cases where we had a viable telephone number, but were unable to speak directly to the sample member during the non-response survey period, whereas final unable to locate cases were cases that we determined the telephone number was not viable and we were not able to locate these sample members even with intensive tracing efforts. The final unable to locate cases include cases that were deemed unlocatable in our tracing unit and in our telephone unit. The other final non-interview cases included those cases where the sample member was unavailable for the duration of the study, incapable, or institutionalized.

## **2.6 Data Collection Debriefing Summary**

On November 10<sup>th</sup>, we held debriefing meetings with our tracers and interviewers. The purpose of the debriefing was to determine what went well and what could be improved for a potential next round of data collection. Prior to the meeting, each tracer and interviewer received a debriefing form (see *Appendix D*). They spent approximately 15 minutes filling out the form and then brought their completed forms to the debriefing meeting. Below we list the highlights from the tracing and interviewing debriefing meetings.

### **2.6.1 Highlights from the Tracing Debriefing**

Overall, the tracers enjoyed working on this study. The population was easier to trace than some of their more difficult studies where they are trying to find people with minimal



locating information. They all remarked on the luxury of having an SSN to work with during an intensive tracing.

- Tracers found that the most useful sources for intensive tracing proved to be Experian and Fastdata, which are the two interactive databases that contain credit header information.
- Several tracers mentioned that cell phones were a problem on this study. We cannot trace cell phones exclusively. If a cell phone is associated with a person's name, we will get that information through normal search engines. We can also check a listing to see if a phone number is a cell phone, but this listing will not associate the cell phone with an individual.
- In terms of e-mail addresses, sometimes the tracers collected this from contacts. They do have the ability to search for e-mails through multi-people search, but it is only useful if we have a unique name. Unfortunately, this search does not allow you to match on SSN. It would be very time consuming to do this search.
- The tracers said they really did not notice a difference between the bad phone number cases and the good phone number cases.

### **2.6.2 Highlights from the Interviewer Debriefing**

Overall, the interviewers really enjoyed working on this study. They repeatedly remarked on the fact that this population overall was very cooperative if they could get them on the phone.

- Interviewers remarked that the six hour project training was adequate in preparing them to gain cooperation and administer the interview. They found the study information on the MilCohort Study website very helpful when answering respondent questions.
- Many interviewers remarked that they found the cases became easier to work as the data collection period progressed due to the located cases they received from the intensive tracing unit. Many interviewers remarked on their initial frustration at encountering so many disconnected numbers early in the data collection process.
- Several telephone interviewers commented on the difficulty of reaching active military members when they were on base or on a ship. Several interviewers said that having the person's service number would be helpful when dealing with switchboard operators at these facilities.

- Overall, the interviewers commented that speaking with military staff was easier since they seemed more willing to participate than most other study sample members. It took more effort to convince the no longer active military staff to participate since a majority of them felt that they no longer had to do the study now that they were out of the service.
- When asked about the Blaise instrument, interviewers commented that the survey was easy to administer. The only suggestion they had for improvement involved changing the flow of the introduction so that they identify their names, the Department of Defense, and then RTI. Many interviewers remarked on sample member's willingness to participate when they heard we were calling for the Department of Defense.
- Many interviewers commented on the helpfulness of having the date and year the sample member completed the last survey. They repeatedly used this information to remind sample members about the study. One interviewer commented that a respondent had told her it would be helpful if they marketed the survey at the unit level.
- Several interviewers received recent complaints from sample members regarding the amount of mail they had received and the fact that they had received it via certified mail. The interviewers felt that in these instances, it was very difficult to gain cooperation from these sample members who were angry about receiving so much mail and having to go to the post office to sign for the survey.

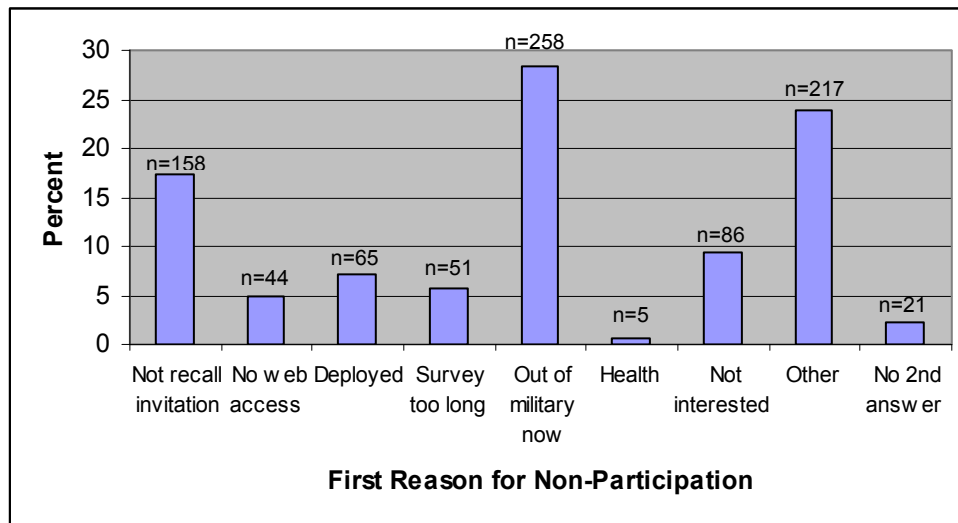
### 3. Questionnaire Results and Recommendations

In this chapter we present the questionnaire results, as well as recommendations for future waves of the MilCohort Study and for potential future non-response studies. The first section presents the results and initial recommendations, and the second section presents a summary of recommendations. A frequency listing with the survey results appears in *Appendix E*.

#### 3.1 Results and Initial Recommendations

**Reasons for Non-Participation.** Sample members were asked for the two main reasons they did not participate in the current round of the Millennium Cohort Study. The question was open-ended with pre-set answer choices that interviewers used to code the respondents answer. If the answer did not clearly fit into one of the pre-set answer choices, the interviewer was instructed to code the answer as “other” and enter the text for that response. *Exhibit 3-1* illustrates the main reason respondents cited for not participating in the current round of the MilCohort Study.

**Exhibit 3-1. Main Reason for not Participating in this Round of the Study**

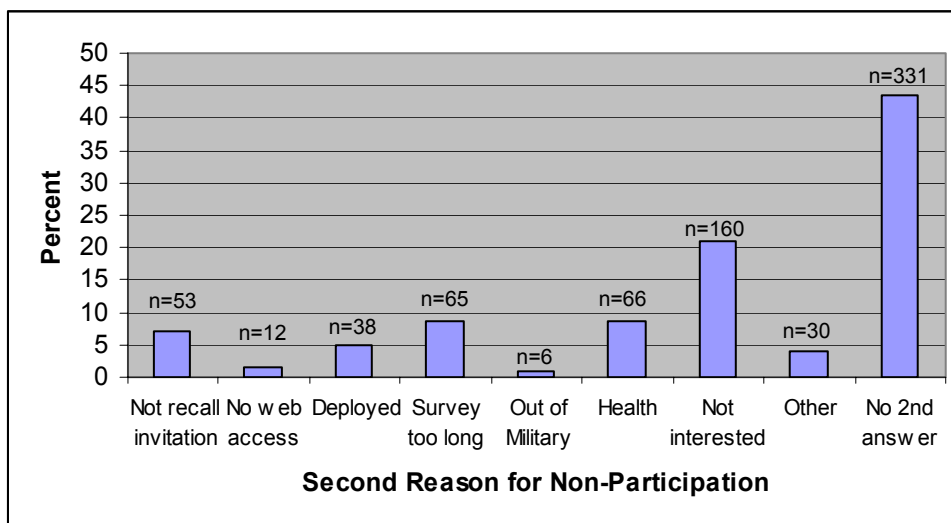


Currently being out of the military (28 percent) and not recall getting an invitation (17 percent) were the two most chosen answers for not participating, followed by not being interested (9 percent), being deployed (7 percent), survey was too long (6 percent), could not access the web (5 percent), and health kept sample member from completing (1 percent). Additionally, 24 percent of respondents gave some other reason for not participating. Of the 217

respondents who gave an “other” answer, the main reasons cited were: too busy (29 percent), thought they had already completed the survey (13 percent), didn’t recall getting an invitation (9 percent), personal reasons (6 percent), just didn’t do it (6 percent), sample member had moved (6 percent), while the remaining 26 percent of answers were too varied to be summarized.

*Exhibit 3-2* illustrates the second reason cited for not participating in the study. The two second reasons mentioned most often by respondents were not being interested (9 percent) and out of the military (9 percent), followed by not recall getting an invitation (7 percent), survey was too long (5 percent), could not access the web (4 percent), being deployed (2 percent), and health kept sample member from completing (1 percent). “Other” responses were given by 161 respondents (44 percent) to the second reason for not participating in the study. These responses can be summarized as: too busy (42 percent), lost the paper copy (11 percent), thought they had already completed the survey (7 percent), didn’t recall getting an invitation (7 percent), sample member had moved (6 percent), just didn’t do it (3 percent), and the remaining 23 percent of “other” were too diverse to summarize.

**Exhibit 3-2. Second Reason for not Participating in this Round of the Study**

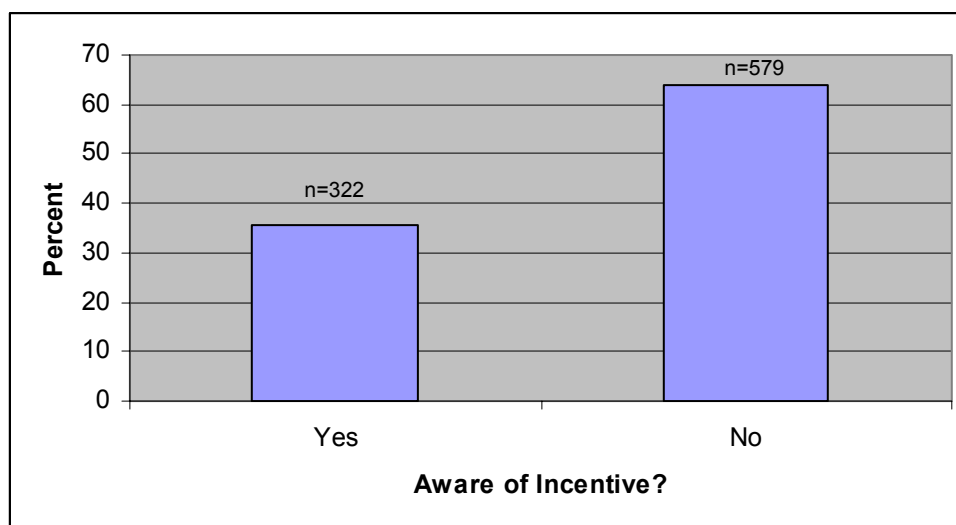


Recommendations. Based on the answers to this question, we have 6 recommendations for consideration. First, we recommend that the study materials be revised to emphasize that the participation of sample members who are not in the military is just as important as those who are still in the military. Next, we would recommend tailoring some study materials (e.g., lead letters) for those sample members who are not currently in the military. Third, we recommend revisiting the panel maintenance procedures to see if improvements can be made in maintenance of contact information for sample members. Fourth, we recommend continuing to batch trace all sample

members before each round of survey implementation. This helps ensure that a maximum number of sample members receive the survey request. Fifth, a majority of the “other” responses cited being too busy to participate in the study. We recommend emphasizing that respondents can stop and start the interview on the web at their convenience as a way to minimize the impact on their schedules for completing the survey. Finally, since nearly 15 percent of respondents to the “other” category mentioned thinking they had already completed the survey, we recommend emphasizing that the study is longitudinal and that NHRC will be asking for their participation in a similar survey every 3 years.

**Awareness of Incentive Offer.** *Exhibit 3-3* shows that nearly two-thirds (64 percent) of respondents stated they were not aware of the incentive offer. The survey research literature consistently demonstrates that incentives are a cost effective way of obtaining participation.<sup>5</sup>

**Exhibit 3-3. Awareness of MilCohort Incentive Offer**



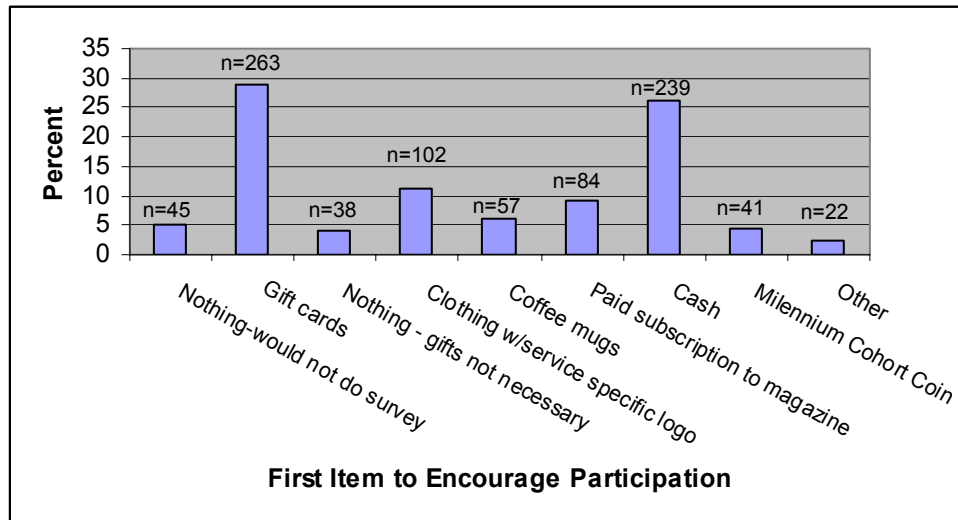
Recommendations. Based on the report that respondents are not aware of the incentive offer, we recommend increasing the visibility of incentive offer in the study materials and on the study website. This increased visibility would need to be balanced with other survey goals, and careful consideration of how to implement this recommendation so that the interaction with sample members remains viewed as a social exchange rather than an economic exchange. One theory of survey participation posits that keeping a survey request as a social exchange invokes social norms that if a request is made by someone it is complied with if it doesn't take too much effort. Offering an incentive can be viewed as an economic exchange, however, if the incentive

<sup>5</sup> Dillman, D.A. 2000. Mail and Internet Surveys: The Tailored Design Method. New York: Wiley.

is not introduced as a token of appreciation (which acknowledges that the survey team cannot adequately compensate the respondent for their time) and if the amount is large enough to make it viewed as a payment rather than a token of appreciation.

**Items to Encourage Participation.** Respondents were reminded of the current incentive offers, and then asked to choose their top two choices among a list of six items that would better encourage participation. To distinguish between types of responses indicating no incentive was necessary, two other answer options were included but not read to the respondent. These included: nothing because a gift is not necessary and nothing because the respondent would not complete the survey even with receipt of a gift for participation. See *Exhibit 3-4* for illustration of results.

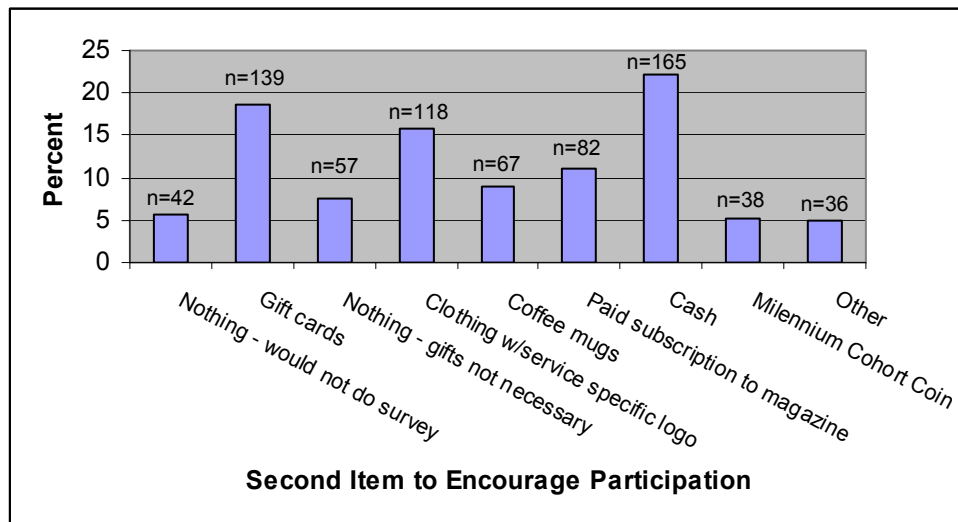
**Exhibit 3-4. First Item Chosen to Encourage Participation**



Among the item first mentioned, two choices received similar endorsement from respondents: gift cards (29 percent) and cash (26 percent). Receipt of clothing with a service specific logo was a distant third choice (11 percent), followed by a paid subscription to a magazine (9 percent), coffee mugs (6 percent), would not do survey even with gift (5 percent), Millennium Cohort coin (5 percent), no gift necessary (4 percent), and some other answer (2 percent). Nearly 37 percent of “other” responses mentioned choices in the list read to respondents: 5 percent cited gift cards and 32 percent said phone cards. The remaining 63 percent can be categorized as: choose an incentive (9 percent), shorter survey (9 percent), other physical items (9 percent), nothing (5 percent), results from the survey (5 percent), and 27 percent were too varied to be summarized.

*Exhibit 3-5* provides the results to the second item chosen by respondents to encourage participation. The second items chosen by respondents did not differ significantly in order compared to the first items chosen, however the distribution among response options changed somewhat. Cash was the most requested item (22 percent) followed by gift cards (19 percent), clothing with a service specific logo (16 percent), paid subscription to a magazine (11 percent), coffee mug (9 percent), no gift necessary (8 percent), would not do survey even with gift (6 percent), Millennium Cohort coin (5 percent), and some other answer (5 percent). Nearly 78 percent of “other” responses mentioned choices in the list read to respondents: 56 percent cited phone cards, 14 percent cited gift cards, and 8 percent said t-shirt. The remaining 22 percent can be categorized as: 11 percent were other physical items, 3 percent wanted results from the survey, and the remaining 8 percent were too varied to summarize.

**Exhibit 3-5. Second Item Chosen to Encourage Participation**

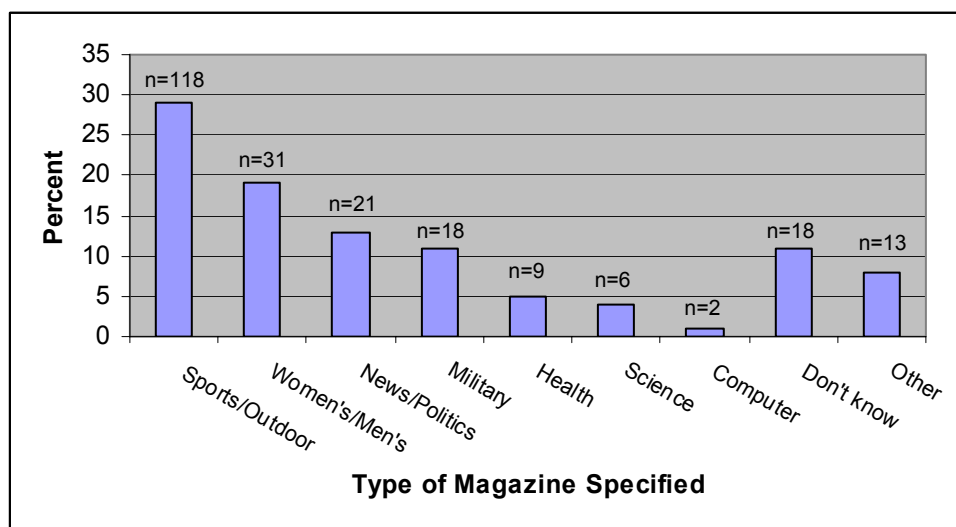


Recommendations. We have two main recommendations for utilizing the answers given by respondents on ways to better encourage participation in the MilCohort Study. First, we recommend serious consideration be given to whether to add gift cards and/or cash to the current incentive offer. We recognize the limitation that cash cannot be used in government/military surveys. However, given the importance of this longitudinal study and the evidence that non-respondents (who may differ in important ways from respondents) indicated this would encourage their participation may warrant a re-visitation of this issue. Second, the choice of clothing with a service specific logo was a distant third among the choices allowed, 220 respondents (or 24 percent) did cite this as an item to encourage participation. The question asked only mentioned clothing with a service specific logo rather than also mentioning clothing with a MilCohort logo. Due to this limitation, we cannot clearly say whether clothing with a

service specific logo is preferred by MilCohort non-response study participants. In a future non-response study, we recommend consideration be given to asking specifically whether MilCohort participants would prefer a MilCohort or service specific logo so the MilCohort team can more clearly evaluate the preference of MilCohort participants.

**Magazine Specified.** If respondents indicated that a paid subscription to a magazine was one of their top two choices for encouraging participation in the survey, they were then asked to name a magazine that would accomplish this goal. *Exhibit 3-6* presents the results from this question.

**Exhibit 3-6. Magazines Cited as Way to Encourage Participation**



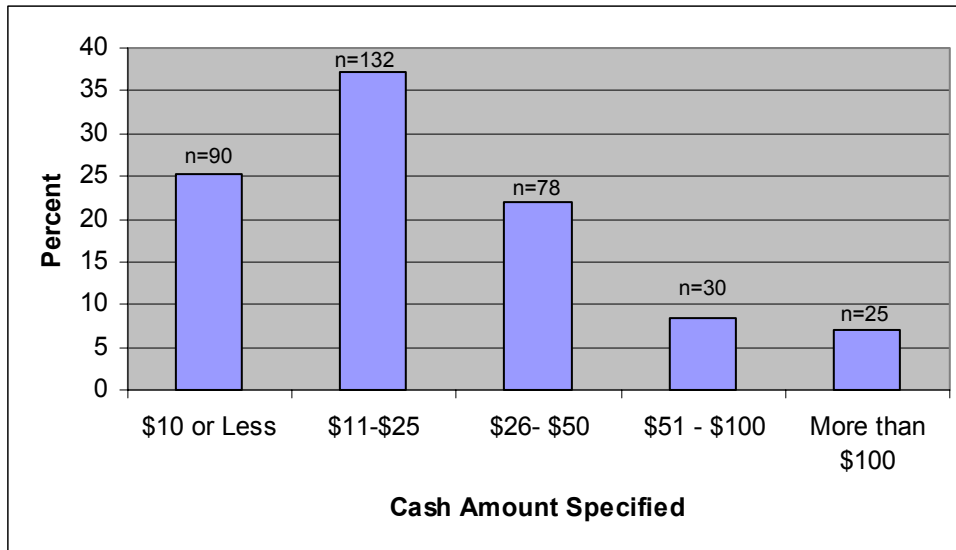
The magazines cited as a way to encourage participation fell into 9 general categories: sports/outdoors (28 percent), women's/men's (19 percent), news/politics (13 percent), military (11 percent), don't know (11 percent), other (8 percent), health (5 percent), science (4 percent), and computer (1 percent).

Recommendation. One factor to consider when deciding whether to add magazines to the incentive options is the administrative cost of providing this option. The administrative costs alone may prove prohibitive. Further, due to the diversity of magazines cited, as well as the low percentage of respondents who chose a paid subscription to a magazine as a better way to encourage participation (9 percent as first choice, 11 percent as second choice), we do not recommend using magazines as an incentive choice.



**Amount of Cash Specified.** Respondents who indicated that cash was a way to better encourage survey participation were asked to specify an amount that would achieve this goal. See *Exhibit 3-7* for a summary of responses. Encouragingly, 63 percent of respondents indicated that \$25 or less would encourage participation (25 percent chose \$10 or less; 37 percent chose \$11 - \$25), with only 22 percent indicating \$26-\$50, 8 percent stating \$51 to \$100, and only 7 percent giving a value over \$100.

**Exhibit 3-7. Amount of Cash Suggested to Encourage Participation**

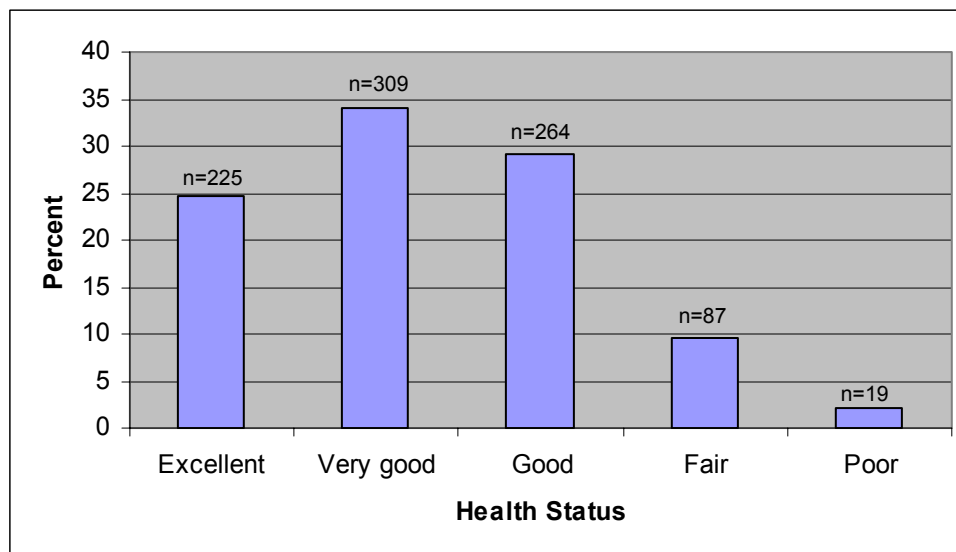


Recommendations. We have two recommendations for the amount of cash to offer, if cash is deemed an appropriate incentive option for respondents who are no longer in the military. (We recognize that cash incentives are not permissible for active duty respondents.) First, we recommend that the MilCohort Study team conduct an experiment to determine whether participation rates (and other key study indicators) differ by receipt of a \$10 versus \$20 cash incentive offer. Consideration should be given to conducting this experiment with a small segment of the entire study population so that the most useful and most cost effective incentive amount could be chosen for future rounds of the survey. Second, a \$20 incentive could be used right away to increase participation. This amount is in line with the amount of cash specified by respondents to this study.

**Health Rating.** Prior to fielding of the non-response study, it was hypothesized that some segment of the population may not be participating due to poor health. Given that the main point of the Millennium Cohort Study is to track the long term health of military members, it was deemed important to get a health indicator during this initial non-response study. The health

rating question used in the MilCohort survey was also used here, and asked respondents to rate their health excellent, very good, good, fair, or poor. *Exhibit 3-8* shows the responses to this question.

**Exhibit 3-8. Health Status Reported by MilCohort Non-Response Study Participants**



A majority of respondents (88 percent) reported their health status as either excellent (25 percent), very good (34 percent), or good (29 percent). Only 10 percent of non-response participants rated their health as fair, and 2 percent as poor.

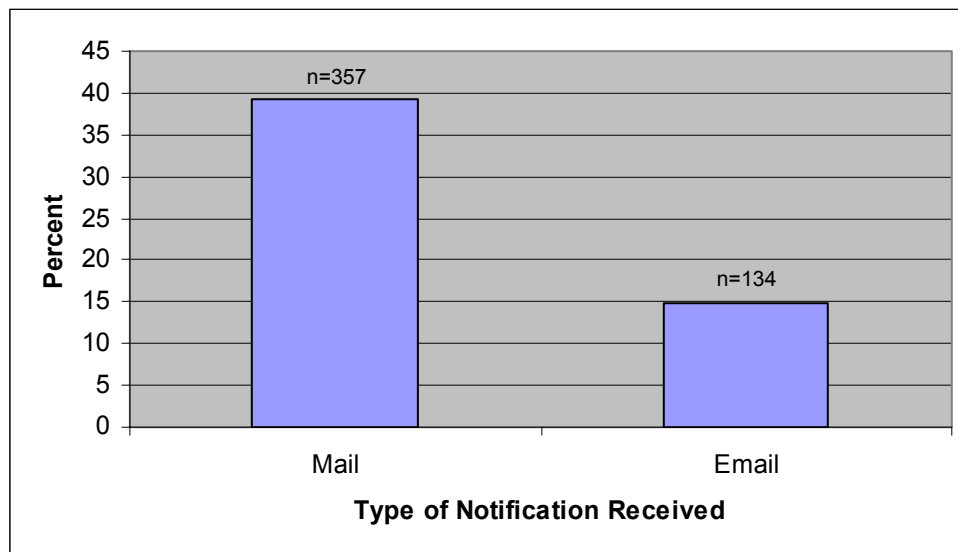
Recommendation: Since we did not directly ask about the impact of health status on participation in the MilCohort Study, we have no recommendation about altering survey procedures or study materials.

**Survey Notification.** A key component of obtaining survey cooperation is in ensuring that the survey request is received by sample members. The number of non-response cases that had to undergo tracing (see discussion of tracing results, *section 2.3*, above for more details) provides some evidence that MilCohort sample members may not be receiving the survey request. Respondents were explicitly asked whether they received any mail or e-mail notifications about the study. While more respondents reported receiving mail notifications of the study than e-mail, *Exhibit 3-9* shows that only 39 percent of respondents said they received any mail notification and only 15 percent received e-mail notification. To help bring this finding into context, we compared the answers for those respondents who indicated on Question 1 that one of the two main reasons they did not participate in the last round of MilCohort was because

they did not recall receiving an invitation to their answers on receipt of mail (Question 7) or e-mail (Question 8) survey notification. Of the 211 respondents who indicated that they did not recall getting an invitation on Question 1, only 17 (8 percent) indicated they received either a mail survey notification on Question 7 (n=15) or received an e-mail notification on Question 8 (n=1), or said yes to both Questions 7 and 8 (n=1).

A note of caution is needed about our survey notification and tracing results: while we obtained updates for both telephone and address information as a result of our tracing efforts, all of our contacts with sample members were conducted via telephone. Therefore, we cannot clearly state evaluate the accuracy of currently available address or e-mail address information since we did not attempt to contact sample members via those modes for the non-response study.

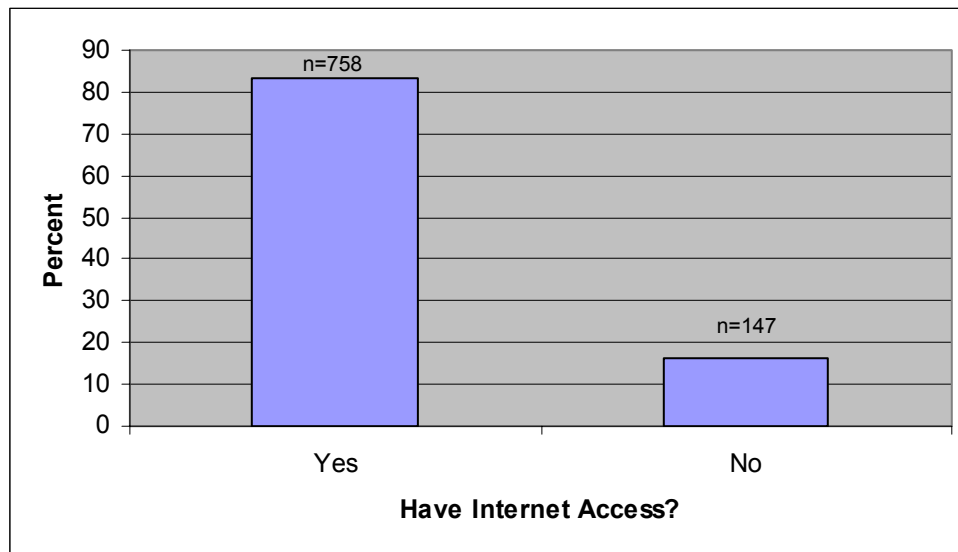
**Exhibit 3-9. Percent of Non-Response Study Participants Who Indicated They Received Mail or E-mail Survey Notifications**



Recommendations. We have three recommendations for updating survey notifications. First, we recommend continuing panel maintenance activities to ensure that the most up-to-date contact information is available at the start of each survey wave. This should include continuing to send an e-mail to the e-mail address of sample members who participated via the web on the prior round. Next, as discussed above, we recommend continuing routine batch tracing of sample members prior to beginning each data collection wave. Finally, we recommend continuing a second round of batch tracing mid-way through the survey period for all non-respondents. This would allow the updating of any new contact information and enable the survey team to maximize participation rates.

**Internet Access.** *Exhibit 3-10* presents respondents answers about internet access. When asked whether they had internet access to complete the survey, 83 percent indicated they did have internet access. This finding is encouraging about the potential usefulness of the web for MilCohort. Allowing sample members to complete the interview over the web is a cost effective means of data collection, and can be convenient for respondents and potentially reduce the burden of survey participation.

**Exhibit 3-10. Internet Access of MilCohort Non-Response Study Participants**

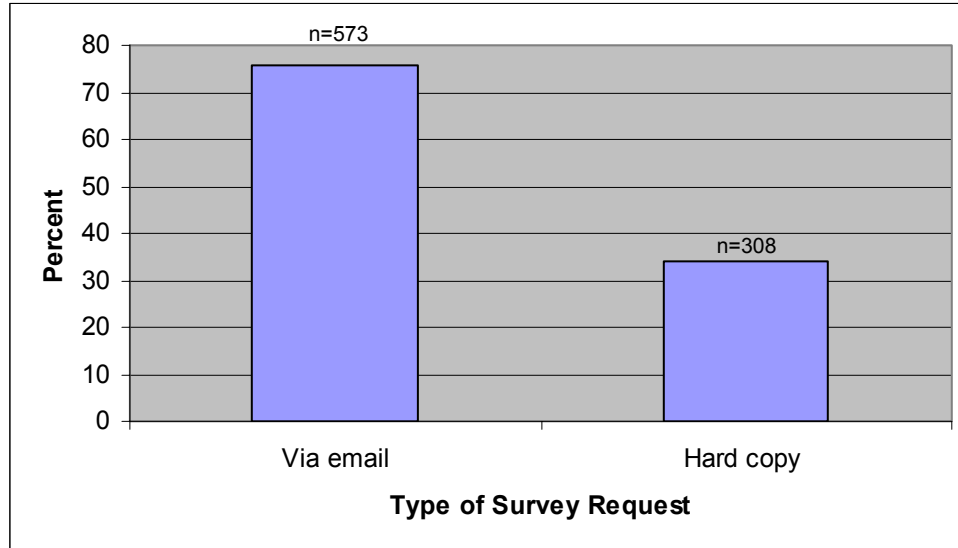


Recommendation. We recommend that all study materials, including those being mailed to sample members and the web site, emphasize the availability of the web for survey participation. This can be done both through text and through the visual display of the information.

**Requested Survey Notification.** Participants were asked whether they would like to receive another copy of the survey so they could participate in this round of the MilCohort Study. Only those participants who indicated they had e-mail access were asked if they would like to receive another e-mail notification about the study, but all participants were asked if they would like to receive another paper version of the survey. *Exhibit 3-11* shows that 76 percent of respondents who indicated they had an internet access requested the online survey link to complete the survey, and 34 percent of all respondents asked to receive another hard copy survey. These results are encouraging because they show that non-respondents to the current MilCohort wave are reconsidering the survey request after participation in this non-response study. By linking completed interviews to the study id for non-response cases, the MilCohort

Study team will be able to determine whether the non-response study participants eventually completed the interview.

**Exhibit 3-11. Survey Notification Requests**



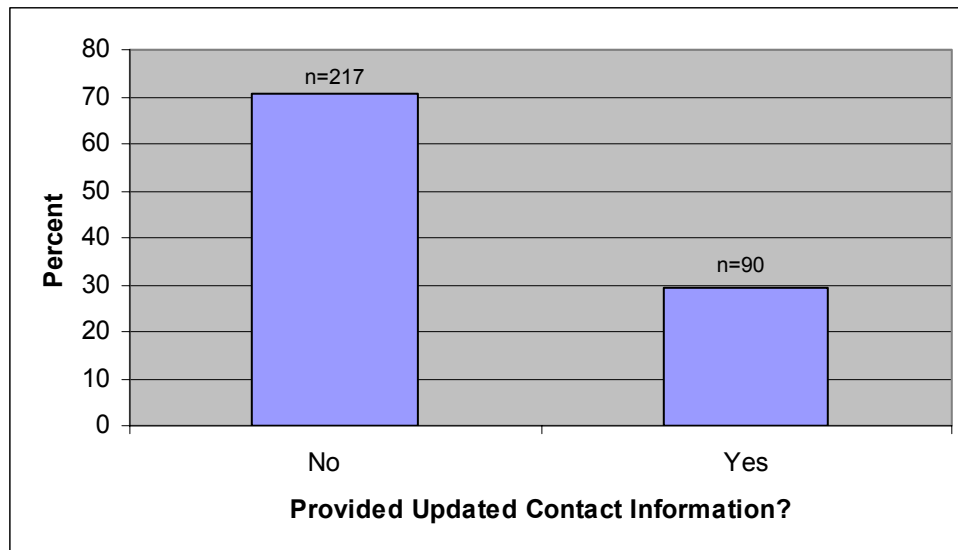
Additionally, of the 573 respondents who provided an e-mail address for NHRC to send another version of the survey request, 345 (60 percent) were different from the sample file e-mail address provided by NHRC. Of the 308 respondents who indicated they would like NHRC to send them another paper copy of the questionnaire, 217 cases provided updated contact information. Of those 217 cases:

- 87 provided first name, 62 provided middle name, 87 provided last name. Of these cases, 10 names were significantly different from the sample file name.
- 90 provided a 1<sup>st</sup> line address, 14 provided a 2<sup>nd</sup> line address. Of these cases, 78 addresses were significantly different from the sample file address.
- 90 cases provided city. Of these cases, 30 were different from the sample file city.
- 90 cases provided state. Of these cases, 22 were different from the sample file state.
- 90 cases provided zip code. Of these cases, 67 were different from the sample file zip code.

Recommendations. First, if participation in the non-response study increases participation in the MilCohort then we would advise that telephone prompting be considered as an addition to the MilCohort data collection protocol. Next, we would also advise that future non-response studies be completed periodically so the MilCohort team can continue to assess reasons for non-response and address those issues as best they can before longitudinal participation in MilCohort becomes a threat to the validity of the study.

**Updated Contact Information.** Participants who received an e-mail link to the survey were asked to provide their e-mail address. Approximately 573 participants did provide an e-mail address. Similarly, participants who requested a paper version of the survey were asked to confirm their contact information. *Exhibit 3-12* shows that 29 percent of the 308 participants who asked for a hard copy of the survey provided updated contact information. This is another indicator that the contact information recorded by the MilChort team may need updating more frequently and prior to survey waves.

**Exhibit 3-12. Updated Contact Information Provided by Participants Requesting Hard Copy Questionnaire**



Additionally, of the 908 completed non-response interviews, 375 (41 percent) had updated contacted information at the time of completion. Of these 375 cases with updated contact information, 5 (1 percent) had updated address information only, 167 (45 percent) had an updated phone number, and 203 (54 percent) had both an updated address information and phone number.

Recommendations. Approximately 60 percent of reported e-mail addresses differed from the current e-mail information recorded for the sample members, which supports our recommendations for implementing telephone prompting and confirmation of contact information during the prompting call. The prompting call could also be used to offer to re-send the survey request either via e-mail or hard copy.

### **3.2 Summary of Recommendations**

The MilCohort Non-Response Study has provided very valuable information on reasons for non-participation, as well as items that may encourage participation. Our overall recommendations cover 6 main areas: study materials, panel maintenance, tracing sample members, incentives, telephone prompting, and future non-response studies. Our recommendations are summarized below:

1. Study Materials
  - A. Revise materials to emphasize the importance of participation for sample members no longer in the military.
  - B. Tailor materials, as possible, for sample members no longer in the military. For example, customize lead letter to these sample members to acknowledge they are no longer in the military and the importance of their participation.
  - C. Increase visibility of incentive offer on study materials and website.
  - D. Continue to emphasize that the survey can be completed on the web, both through use of text and visual display of information.
  - E. Emphasize that respondents can complete the interview on the web in several sessions thereby fitting the task into their schedule.
  - F. Re-explain or emphasize the longitudinal nature of the study, and clarify that respondents will be asked to participate in similar surveys every 3 years. Also emphasize the importance of their participation in each round to ensure the validity of the longitudinal results.
2. Panel Maintenance
  - A. Revisit procedures to see if improvements can be made in receipt and maintenance of contact information.

- B. Continue panel maintenance activities to update contact information to ensure that as many sample members as possible receive survey request.
3. Tracing Sample Members
- A. Revisit current tracing procedures. Since 22 percent (n=208) of the 908 completed non-response interviews obtained updated email or address information (which are the main methods of contact for MilCohort as opposed to telephone which was used for the non-response study), it is worth revisiting current tracing (and panel maintenance) procedures to determine if further actions would be beneficial for MilCohort.
  - B. Continue routinely tracing sample members before each round of survey implementation.
  - C. Continue second round of tracing mid-way through the survey period.
4. Incentives
- A. Consider adding gift cards or cash as option.
  - B. Conduct experiment to determine optimal value for cash, or start with \$20 incentive.
  - C. Consider asking a more specific question related to respondent preference for clothing with a MilCohort logo compared to a service specific logo (or picture) during a future round of non-response follow-up.
5. Telephone Prompting
- A. If participation in the non-response study increases participation in the MilCohort then we would advise that telephone prompting be considered as an addition to the MilCohort data collection protocol. For example, an attempt will need to be made to disentangle the outcome of any mailings that occurred as part of the MilCohort protocol versus mailings that occurred because participants in the non-response study requested study materials be sent to them again.
  - B. Further analysis showed that 60 percent of reported e-mail addresses differed from e-mail addresses in the sample file, and at least 41 percent (n=90) of the cases requesting a paper copy of the survey provided at least one piece of updated contact information. Receiving this number of updates from both participation in the non-response study, and tracing efforts argues for



considering implementation of telephone prompting and confirmation of contact information during the prompting call.

- C. Verify contact information during telephone prompting.
- D. Offer to re-send survey request either via e-mail or hard copy during telephone prompting.

6. Future Non-Response Studies

- A. Consider conducting a larger scale non-response study with all MilCohort Study non-respondents.
- B. We would also advise that future non-response studies be completed periodically so the MilCohort team can continue to assess reasons for non-response and address those issues as best they can before longitudinal participation in MilCohort becomes a threat to the validity of the study.

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# ***Appendix A – Questionnaire***

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**Millennium Cohort Study: Pilot Study of 3,000 Non-Responders**  
**Final Questionnaire - Version 3.7**  
**CATI Specifications**  
**August 30, 2005**

**Intro\_1** - Introduction

Hello, I am calling on behalf of the U.S. Department of Defense, my name is \_\_\_\_\_ and I am from the Research Triangle Institute (RTI). I am trying to locate [RESPONDENT NAME] about an important study he/she is participating in.

May I please speak with [RESPONDENT NAME]?

1 = YES, SUBJECT IS AVAILABLE

2 = SUBJECT IS NOT AVAILABLE (SET APPOINTMENT)

3 = WRONG NUMBER

4 = LANGUAGE BARRIER

5 = REFUSED

**Q2\_Intro** - Informed Consent

You may remember completing a questionnaire for the Millennium Cohort Study on...

[FILL DATE/TIME & MODE OF LAST COMPLETED SURVEY]

I'd like to ask you a few of questions about why you have not yet completed a follow-up survey for this study. This should take approximately 5 minutes. The information you provide will be shared with the Millennium Cohort Study Team which is part of the Department of Defense. All of your answers will be kept completely confidential. Your participation is voluntary, and you can stop at any time.

1=Continue

## Non-Response Questions - Beginning of Blaise Questionnaire

Q1. What are the two main reasons you did not participate in this round of the study?

- 1 = I do not recall getting an invitation this round
- 2 = I could not access the website or I have no computer access
- 3 = I was deployed
- 4 = Survey was too long
- 5 = I'm out of the military now
- 6 = My health kept me from being able to do it
- 7 = I just wasn't interested
- 8 = Other {RANGE 100 CHARACTERS}
- 9 = NO SECOND OPTION INDICATED
- 1 = DK
- 2 = RF

Q2. Are you aware that we are currently offering gifts to study members who continue to participate in the study?

- 1 = Yes
- 2 = No
- 1 = DK
- 2 = RF

Q3. We currently offer our participants a 60-minute phone card, a hat, or a T-shirt for completing the survey - all with the Millennium Cohort logo. Of the following items, which two do you think would better encourage participation?

- 1 = Gift cards
- 2 = Coffee mugs
- 3 = Paid subscription to a magazine (If yes, continue to Q4)
- 4 = Clothing with service-specific logos
- 5 = Millennium Cohort coin
- 6 = Cash (If yes, continue to Q5)
- 7 = Something else {RANGE 100 CHARACTERS}
- 8 = NOTHING (GIFT IS NOT NECESSARY)
- 9 = DOES NOT MATTER (WOULD NOT DO SURVEY)
- 1 = DK
- 2 = RF

{If Q3= 1, 2, 4, 5, 7, 8, 9, -1, -2, skip to Q6.}

Q4. What particular magazine do you think would encourage participation?

{RANGE 100 CHARACTERS}

{If Q3=3, skip to Q4}

Q5. What amount of cash do you think would encourage participation?

{RANGE \$00.00 to \$500.00}

{If Q3=6, skip to Q5}

Q6. In general, would you say your health is...

1 = Excellent

2 = Very Good

3 = Good

4 = Fair, or

5 = Poor

-1 = DK

-2 = RF

### **Participation Prompting**

The current round of the survey is on-going and I'd like to encourage you to continue participating in this important study.

Q7. Have you received any notifications in the mail about the study?

1 = Yes

2 = No

-1 = DK

-2 = RF

Q8. Have you received any e-mails about the study?

1 = Yes

2 = No

3 = I don't have an e-mail account

-1 = DK

-2 = RF

Q9. Do you have Internet access to complete the survey?

1 = Yes

2 = No

-1 = DK

-2 = RF

{If Q9= 1, skip to Q10. If Q9= 2, -1, -2, skip to Q12}

Q10. May I e-mail you a link to access the survey online?

1 = Yes

2 = No

-1 = DK

-2 = RF

{If Q10= 1, skip to Q11. If Q10= 2, -1, -2, skip to Q12}

Q11. What is your current e-mail address?

{RANGE 100 CHARACTERS}

Q12. Would you like us to mail you a paper version of the survey?

1 = Yes

2 = No

-1 = DK

-2 = RF

{If Q12= 1, skip to Q13. If Q12 = 2, -1, -2, skip to Q14}

Q13. We have the following contact information for you.

- NAME:
- STREET ADDRESS:
- CITY:
- STATE:
- ZIP:

Is this information still accurate?

1 = All information correct

2 = Need to change any piece of information

-1 = DK

-2 = RF

Q13a. You should receive the hardcopy questionnaire in approximately 1-2 weeks.

{If Q13 = 1, skip to Q13a. If Q13=2, skip to Q13 and correct address information. If q13= -1 or -2, skip to Q14}

### **Completing the Full Survey Script**

Q14. Thank you for answering those questions. Your participation is vital to helping the Department of Defense evaluate the long term health of people who serve in the military. Do you have any additional thoughts, questions, or comments that you would like to share concerning this study?

{RANGE 500 CHARACTERS}

### **Closing Script**

Q15. Thank you for your time. Have a nice day/evening.

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# ***Appendix B – Affidavit of Non-Disclosure***

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**AFFIDAVIT OF NONDISCLOSURE**

Millennium Cohort Study: Pilot Study of Non-Responders  
(RTI Under Contract No. 05-D-2500 TO 002)

\_\_\_\_\_  
(Name)

\_\_\_\_\_  
(Job Title)

\_\_\_\_\_  
(Date of Assignment to Millennium Cohort Study)

**Research Triangle Institute**  
\_\_\_\_\_  
(Organization, State or Local Agency or Instrumentality)

**P.O. Box 12194, Research Triangle Park, NC 27709**  
\_\_\_\_\_  
(Address)

I, \_\_\_\_\_, do solemnly swear (or affirm) that when given access to any Millennium Cohort Study project-related data bases or files containing individually identifiable information, I will not:

- (i) use or reveal any individually identifiable information furnished, acquired, retrieved or assembled by me or others, for any purpose other than statistical purposes in the Millennium Cohort Study or contract;
- (ii) make any disclosure or publication whereby a sample unit or survey respondent could be identified or the data furnished by or related to any particular person under this section can be identified; or
- (iii) permit anyone other than the individuals authorized by the Millennium Cohort Team to examine the individual reports.

\_\_\_\_\_  
(Signature)

(The penalty for unlawful disclosure is a fine of not more than \$250,000 (under 18 U.S.C. 3571) or imprisonment for not more than 5 years (under 18 U.S.C. 3559), or both. The word "swear" should be stricken out wherever it appears when a person elects to affirm the affidavit rather than to swear to it.)

State of North Carolina  
County of \_\_\_\_\_

I, \_\_\_\_\_, a Notary Public of \_\_\_\_\_ County, North Carolina certify that \_\_\_\_\_ personally appeared before me this day, and being duly sworn, stated that in his/her presence \_\_\_\_\_ signed the foregoing instrument.

Witness my hand and official seal, this the \_\_\_\_\_ day of \_\_\_\_\_, 2005.

\_\_\_\_\_  
Notary Public

My Commission expires: \_\_\_\_\_

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# ***Appendix C – Confidentiality Agreement***

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## Millennium Cohort Study: Pilot Study of Non-Responders Confidentiality Agreement

I, \_\_\_\_\_ (*print employee's name*), an employee of **Greene Resources, Inc.**, an independent contractor utilized by RTI, agree to work on all RTI projects in accordance with the guidelines and restrictions specified below. I understand that compliance with the terms of this agreement is a condition of my assignment with RTI and that these terms are supplementary to those listed in my contract of employment with **Greene Resources, Inc.**

- a. I agree to treat as confidential all case-specific information obtained in any RTI project and related matters. I further agree that this covenant of confidentiality shall survive the termination of this agreement.
  
- b. I further understand that failure to follow the guidelines below may result in a potential violation of the provisions of the Privacy Act of 1974 (violation of the Privacy Act is a misdemeanor and may subject the violator to a fine of up to \$5,000), and potential Institute disciplinary action, including termination. To fulfill confidentiality obligations, I will:
  1. Discuss confidential project information only with authorized employees of RTI.
  2. Store confidential project information as specified by project protocols.
  3. Safeguard combinations, keys, and rooms that secure confidential project information.
  4. Safeguard confidential project information when in actual use.
  5. Immediately report any alleged violations of the security procedures to my immediate supervisor.
  6. Not photocopy or record by any other means any confidential project information unless authorized by project leaders or my supervisor.
  7. Not in any way compromise the confidentiality of project participants.
  8. Not allow access to any confidential project information to any unauthorized person.
  9. Report any lost or misplaced confidential project information to my supervisor immediately.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Date

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# ***Appendix D – Debriefing Form***

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## Tracing:

*This section is for TOPS staff only.*

- 1) What tracing sources were most/least useful for intensive tracing?
  
  
  
  
  
  
  
  
  
  
- 2) Did the tracers notice what preload information was most/least often correct?
  
  
  
  
  
  
  
  
  
  
- 3) What preload information was most/least useful in intensive tracing?
  
  
  
  
  
  
  
  
  
  
- 4) What was the average time needed to trace a case?
  
  
  
  
  
  
  
  
  
  
- 5) What additional preload information would be helpful with intensive tracing?

## Contacting/Locating Issues:

- 1) Did we seem to have good locating information to start with?

- 2) Were contacts (places of work, family members of respondents) generally willing to provide locating information?
  
  
  
  
  
  
  
  
  
  
- 3) What problems did you see with finding or speaking with these military or no longer active military staff?
  
  
  
  
  
  
  
  
  
  
- 4) What did the respondents say was the best way to contact them (phone, e-mail, fax, cell phone, office, through secretary)?
  
  
  
  
  
  
  
  
  
  
- 5) Did you find that many respondents refused to complete the survey unless a paper copy of the instrument was available?

Questionnaire Administration:

- 1) How easy or difficult was it for you to use the Blaise instrument?
  
  
  
  
  
  
  
  
  
  
- 2) Thinking about the flow of the interview – what worked well? What didn't work well?

- 3) Thinking about the wording of questions – what questions were problematic and why?  
What questions do you think were misunderstood by respondents and why?
  
- 4) Were there sections or questions that the respondents felt were repetitious or inappropriate?
  
- 5) Did you use the training materials during the interview? Was the information useful?  
Do any questions or terms need more explanation or more details? If so, which ones?
  
- 6) Which items or questions in particular did you or respondents feel didn't work well?
  
- 7) At what point in the interview did the respondents typically complain?



Additional Comments:

Please record any additional comments or questions you would like to bring up for the project staff either during the debriefing or for the record. Thank you for your continued assistance!

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# ***Appendix E – Frequency List***

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Q1: 1st main reason not participate

|   | Q1_1 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|------|-----------|---------|----------------------|--------------------|
| Doesn't recall getting invitation           |      | 158       | 17.40   | 158                  | 17.40              |
| Could not access website/no computer access |      | 44        | 4.85    | 202                  | 22.25              |
| Was deployed                                |      | 65        | 7.16    | 267                  | 29.41              |
| Survey was too long                         |      | 51        | 5.62    | 318                  | 35.02              |
| Out of the military now                     |      | 258       | 28.41   | 576                  | 63.44              |
| Health kept me from being able to do it     |      | 5         | 0.55    | 581                  | 63.99              |
| Just wasn't interested                      |      | 86        | 9.47    | 667                  | 73.46              |
| Other                                       |      | 217       | 23.90   | 884                  | 97.36              |
| No 2nd opinion indicated                    |      | 21        | 2.31    | 905                  | 99.67              |
| Refused                                     |      | 1         | 0.11    | 906                  | 99.78              |
| Don't know                                  |      | 2         | 0.22    | 908                  | 100.00             |

Q1: 2nd main reason not participate

|   | Q1_2 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---|------|-----------|---------|----------------------|--------------------|
|   |      | 147       | .       | .                    | .                  |
| Doesn't recall getting invitation           |      | 53        | 6.96    | 53                   | 6.96               |
| Could not access website/no computer access |      | 30        | 3.94    | 83                   | 10.91              |
| Was deployed                                |      | 12        | 1.58    | 95                   | 12.48              |
| Survey was too long                         |      | 38        | 4.99    | 133                  | 17.48              |
| Out of the military now                     |      | 65        | 8.54    | 198                  | 26.02              |
| Health kept me from being able to do it     |      | 6         | 0.79    | 204                  | 26.81              |
| Just wasn't interested                      |      | 66        | 8.67    | 270                  | 35.48              |
| Other                                       |      | 160       | 21.02   | 430                  | 56.50              |
| No 2nd opinion indicated                    |      | 331       | 43.50   | 761                  | 100.00             |

Frequency Missing = 147

| Q1 specify: First Other reason not participate  |           |         |                      |                    |
|---|-----------|---------|----------------------|--------------------|
| Q1_oth  | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
| <b>DON'T WANT TO TELL</b>   | 1         | 0.46    | 1                    | 0.46               |
| <b>Did not have access to paperwork(out town)</b>   | 1         | 0.46    | 2                    | 0.92               |
| <b>Didnt receive feedback from first time, so felt that it didnt need to be done again.</b>                 | 1         | 0.46    | 3                    | 1.38               |
| <b>Does not remember receiving the study</b>  | 1         | 0.46    | 4                    | 1.84               |
| <b>Don't know</b>   | 1         | 0.46    | 5                    | 2.3                |
| <b>Going through divorce and is very busy.</b>  | 1         | 0.46    | 6                    | 2.76               |
| <b>Hadn't had time,and just got home</b>  | 1         | 0.46    | 7                    | 3.23               |
| <b>SM completed hard copy a couple of months ago</b>  | 1         | 0.46    | 8                    | 3.69               |
| <b>SM did not receive t-shirt from last survey</b>  | 1         | 0.46    | 9                    | 4.15               |
| <b>SM moved and the information got lost</b>  | 1         | 0.46    | 10                   | 4.61               |
| <b>SM moved from his last location</b>  | 1         | 0.46    | 11                   | 5.07               |
| <b>SM said he did not remember receiving study</b>  | 1         | 0.46    | 12                   | 5.53               |
| <b>SM said his wife discarded it</b>  | 1         | 0.46    | 13                   | 5.99               |
| <b>SM said she did mail in a hard copy back in May but she wanted to complete this over the phone anywa</b> | 1         | 0.46    | 14                   | 6.45               |
| <b>SM said she forgot</b>   | 1         | 0.46    | 15                   | 6.91               |
| <b>SM said she lost hard copy</b>   | 1         | 0.46    | 16                   | 7.37               |
| <b>SM simply wasn't interested</b>  | 1         | 0.46    | 17                   | 7.83               |
| <b>SM thinks he completed it in June or July &amp; returned it.</b>   | 1         | 0.46    | 18                   | 8.29               |

| <b>Q1 specify: First Other reason not participate</b>   |                  |                |                             |                           |
|---|------------------|----------------|-----------------------------|---------------------------|
| <b>Q1_oth</b>   | <b>Frequency</b> | <b>Percent</b> | <b>Cumulative Frequency</b> | <b>Cumulative Percent</b> |
| SM was in school  | 1                | 0.46           | 19                          | 8.76                      |
| Son died and he is very busy now  | 1                | 0.46           | 20                          | 9.22                      |
| TDY most of the time  | 1                | 0.46           | 21                          | 9.68                      |
| Thought the questions were too personal   | 1                | 0.46           | 22                          | 10.14                     |
| Time was the only reason  | 1                | 0.46           | 23                          | 10.6                      |
| Too busy  | 2                | 0.92           | 25                          | 11.52                     |
| Too busy.   | 1                | 0.46           | 26                          | 11.98                     |
| Very Busy   | 1                | 0.46           | 27                          | 12.44                     |
| Very busy   | 1                | 0.46           | 28                          | 12.9                      |
| a little upset because she got a registered mail and had to wait a long time at the post office       | 1                | 0.46           | 29                          | 13.36                     |
| alot of it didnt pertain 2 her, was never on the battle field and knowingit was voluntarry no rreason | 1                | 0.46           | 30                          | 13.82                     |
| already completed web interview   | 1                | 0.46           | 31                          | 14.29                     |
| already turn interview in   | 1                | 0.46           | 32                          | 14.75                     |
| army recruiter  | 1                | 0.46           | 33                          | 15.21                     |
| b/c he was getting out of the army  | 1                | 0.46           | 34                          | 15.67                     |
| b/c not n the state   | 1                | 0.46           | 35                          | 16.13                     |
| b/c she really go to the doctor that often  | 1                | 0.46           | 36                          | 16.59                     |
| bad time in his life  | 1                | 0.46           | 37                          | 17.05                     |
| bec i dont think it is doing any good   | 1                | 0.46           | 38                          | 17.51                     |
| bec she asked several people if they heard of the milcohort study -- military people -- and they nev  | 1                | 0.46           | 39                          | 17.97                     |
| because thought that it was voluntary   | 1                | 0.46           | 40                          | 18.43                     |
| been oversees fight the war   | 1                | 0.46           | 41                          | 18.89                     |
| busy  | 1                | 0.46           | 42                          | 19.35                     |
| busy and working  | 1                | 0.46           | 43                          | 19.82                     |
| busy at work  | 1                | 0.46           | 44                          | 20.28                     |
| busy with family and he works a lot   | 1                | 0.46           | 45                          | 20.74                     |
| busy, same thing he answered last time  | 1                | 0.46           | 46                          | 21.2                      |
| career counseling and being real busy   | 1                | 0.46           | 47                          | 21.66                     |
| change of address   | 1                | 0.46           | 48                          | 22.12                     |
| co-workers or supervisor hadn't heard about it so she thought it was a host or identity theif         | 1                | 0.46           | 49                          | 22.58                     |
| completed two surveys previously, tired of surveys  | 1                | 0.46           | 50                          | 23.04                     |
| could not complete survey because of code being wrong   | 1                | 0.46           | 51                          | 23.5                      |
| could not participate   | 1                | 0.46           | 52                          | 23.96                     |
| death in the family   | 1                | 0.46           | 53                          | 24.42                     |
| denied opportunity to take college classes  | 1                | 0.46           | 54                          | 24.88                     |
| did not get around to it  | 1                | 0.46           | 55                          | 25.35                     |
| did not get around to it or forgot  | 1                | 0.46           | 56                          | 25.81                     |
| did not get it when he relocated  | 1                | 0.46           | 57                          | 26.27                     |
| did not have the time   | 1                | 0.46           | 58                          | 26.73                     |

| <b>Q1 specify: First Other reason not participate</b>                                |                  |                |                             |                           |
|--|------------------|----------------|-----------------------------|---------------------------|
| <b>Q1_oth</b>  | <b>Frequency</b> | <b>Percent</b> | <b>Cumulative Frequency</b> | <b>Cumulative Percent</b> |
| did not know what it was about and thought that it will be held against him later on | 1                | 0.46           | 59                          | 27.19                     |
| did survey on website & completed it and thought it had been sent                    | 1                | 0.46           | 60                          | 27.65                     |
| didn't get around to it  | 1                | 0.46           | 61                          | 28.11                     |
| didn't have time   | 1                | 0.46           | 62                          | 28.57                     |
| didn't have time to sit down and do it   | 1                | 0.46           | 63                          | 29.03                     |
| didn't know if it was important  | 1                | 0.46           | 64                          | 29.49                     |
| didn't trust it and not in the military  | 1                | 0.46           | 65                          | 29.95                     |
| didnt have enough time   | 1                | 0.46           | 66                          | 30.41                     |
| didnt have time  | 1                | 0.46           | 67                          | 30.88                     |
| didnt have time 2 do it...was n iraq and was retired                                 | 1                | 0.46           | 68                          | 31.34                     |
| didnt know had 2 keep doing it every couple of years                                 | 1                | 0.46           | 69                          | 31.8                      |
| didnt know if recieved   | 1                | 0.46           | 70                          | 32.26                     |
| didnt know still could ...had retired in Jan.  | 1                | 0.46           | 71                          | 32.72                     |
| didnt know what the study was  | 1                | 0.46           | 72                          | 33.18                     |
| didnt know, b/c he moves alot didnt get anything                                     | 1                | 0.46           | 73                          | 33.64                     |
| didnt like the quest. (the same quest. over annd over)                               | 1                | 0.46           | 74                          | 34.1                      |
| didnt recall seeing one  | 1                | 0.46           | 75                          | 34.56                     |
| didnt recieve anything   | 2                | 0.92           | 77                          | 35.48                     |
| didnt recieve it   | 1                | 0.46           | 78                          | 35.94                     |
| doesnt have time   | 1                | 0.46           | 79                          | 36.41                     |
| doesnt remember doing a study  | 1                | 0.46           | 80                          | 36.87                     |
| doesnt remember doing survey   | 1                | 0.46           | 81                          | 37.33                     |
| doesnt remember getting it   | 1                | 0.46           | 82                          | 37.79                     |
| doesnt remember it   | 1                | 0.46           | 83                          | 38.25                     |
| doesnt remember recieving anything   | 1                | 0.46           | 84                          | 38.71                     |
| dont have time to complete the survey,   | 1                | 0.46           | 85                          | 39.17                     |
| dont know just didnt think about it  | 1                | 0.46           | 86                          | 39.63                     |
| dont remember  | 1                | 0.46           | 87                          | 40.09                     |
| dont remember the study  | 1                | 0.46           | 88                          | 40.55                     |
| e-mail it in already   | 1                | 0.46           | 89                          | 41.01                     |
| filled out paper copy but is missing in the home somewhere                           | 1                | 0.46           | 90                          | 41.47                     |
| first one she filed out they never acknowledge it                                    | 1                | 0.46           | 91                          | 41.94                     |
| getting out of military  | 1                | 0.46           | 92                          | 42.4                      |
| got a divorce and stuff got lost   | 1                | 0.46           | 93                          | 42.86                     |
| got n the mail long ago and got lost   | 1                | 0.46           | 94                          | 43.32                     |
| got too busy and forgot to do it   | 1                | 0.46           | 95                          | 43.78                     |
| had other things 2 do  | 1                | 0.46           | 96                          | 44.24                     |
| has been busy  | 1                | 0.46           | 97                          | 44.7                      |
| has been busy and no time to do it   | 1                | 0.46           | 98                          | 45.16                     |
| has been very busy preparing for a mission   | 1                | 0.46           | 99                          | 45.62                     |
| has been very busy, has own business   | 1                | 0.46           | 100                         | 46.08                     |
| has twin babies too busy   | 1                | 0.46           | 101                         | 46.54                     |

| <b>Q1 specify: First Other reason not participate</b>                                    |                  |                |                             |                           |
|--|------------------|----------------|-----------------------------|---------------------------|
| <b>Q1_oth</b>  | <b>Frequency</b> | <b>Percent</b> | <b>Cumulative Frequency</b> | <b>Cumulative Percent</b> |
| hasnt got it   | 1                | 0.46           | 102                         | 47                        |
| hasnt gotten around to filling out the survey  | 1                | 0.46           | 103                         | 47.47                     |
| haven't had time   | 1                | 0.46           | 104                         | 47.93                     |
| he did complete the survey and sent it in  | 1                | 0.46           | 105                         | 48.39                     |
| he did it on line -- rc  | 1                | 0.46           | 106                         | 48.85                     |
| he did send in the survey  | 1                | 0.46           | 107                         | 49.31                     |
| he did the survey -- august 16, 2005   | 1                | 0.46           | 108                         | 49.77                     |
| he did the survey on line -- may or june 2005  | 1                | 0.46           | 109                         | 50.23                     |
| he did the survey on the internet and did not receive his incentive --- will do again -- | 1                | 0.46           | 110                         | 50.69                     |
| he does not take it seriously  | 1                | 0.46           | 111                         | 51.15                     |
| he feels like the survey does not fit his job description                                | 1                | 0.46           | 112                         | 51.61                     |
| he filled it out and got a letter in the mail and he filled it out and turned it in.     | 1                | 0.46           | 113                         | 52.07                     |
| he forgot about it   | 1                | 0.46           | 114                         | 52.53                     |
| he has been recalled 3x since first study; lapse in receipt of mail and other things     | 1                | 0.46           | 115                         | 53                        |
| he has completed them and he keeps getting them. He gets them every three months         | 1                | 0.46           | 116                         | 53.46                     |
| he sent it in june   | 1                | 0.46           | 117                         | 53.92                     |
| he was busy and he misplaced it.   | 1                | 0.46           | 118                         | 54.38                     |
| hethought he did it and did not turn it in   | 1                | 0.46           | 119                         | 54.84                     |
| his mother passed away   | 1                | 0.46           | 120                         | 55.3                      |
| hurricane  | 1                | 0.46           | 121                         | 55.76                     |
| hurricane katrina  | 1                | 0.46           | 122                         | 56.22                     |
| in the process of moving   | 1                | 0.46           | 123                         | 56.68                     |
| involved in a contstruction project, not high on priority list                           | 1                | 0.46           | 124                         | 57.14                     |
| job with lots of traveling and very busy,  | 1                | 0.46           | 125                         | 57.6                      |
| just didnt get it , moved alot n the past years  | 1                | 0.46           | 126                         | 58.06                     |
| just didnt get the survey  | 1                | 0.46           | 127                         | 58.53                     |
| just didnt have alot of time   | 1                | 0.46           | 128                         | 58.99                     |
| just didnt have the time, didnt get anything, just moved                                 | 1                | 0.46           | 129                         | 59.45                     |
| just didnt have time   | 2                | 0.92           | 131                         | 60.37                     |
| just didnt see a reason 2 do survey  | 1                | 0.46           | 132                         | 60.83                     |
| just don't have time and thought it was a one time thing                                 | 1                | 0.46           | 133                         | 61.29                     |
| just forgot 2 get to it  | 1                | 0.46           | 134                         | 61.75                     |
| just has been busy   | 1                | 0.46           | 135                         | 62.21                     |
| just never did it  | 1                | 0.46           | 136                         | 62.67                     |
| just procrastinated, had planned on it   | 1                | 0.46           | 137                         | 63.13                     |
| just too busy  | 1                | 0.46           | 138                         | 63.59                     |
| lost paper work  | 1                | 0.46           | 139                         | 64.06                     |
| lost the invitation  | 1                | 0.46           | 140                         | 64.52                     |
| lost the paper work and forgot   | 1                | 0.46           | 141                         | 64.98                     |
| mailed packet and it was lost  | 1                | 0.46           | 142                         | 65.44                     |

| <b>Q1 specify: First Other reason not participate</b>   |                  |                |                             |                           |
|---|------------------|----------------|-----------------------------|---------------------------|
| <b>Q1_oth</b>   | <b>Frequency</b> | <b>Percent</b> | <b>Cumulative Frequency</b> | <b>Cumulative Percent</b> |
| maybe just forgot about it  | 1                | 0.46           | 143                         | 65.9                      |
| misplaced survey  | 1                | 0.46           | 144                         | 66.36                     |
| misplace survey   | 1                | 0.46           | 145                         | 66.82                     |
| missplaced survey   | 1                | 0.46           | 146                         | 67.28                     |
| mom has been in the hospital for the last 2 months  | 1                | 0.46           | 147                         | 67.74                     |
| most studies that the military do does they do not pay attention to do it.                          | 1                | 0.46           | 148                         | 68.2                      |
| moved   | 3                | 1.38           | 151                         | 69.59                     |
| moved change of address   | 1                | 0.46           | 152                         | 70.05                     |
| moving around alot  | 1                | 0.46           | 153                         | 70.51                     |
| my job keeps me too busy and i'm too busy at home doing the same things.                            | 1                | 0.46           | 154                         | 70.97                     |
| never got any info. on it   | 1                | 0.46           | 155                         | 71.43                     |
| never receive a response/never receive gift   | 1                | 0.46           | 156                         | 71.89                     |
| never recieved survey   | 1                | 0.46           | 157                         | 72.35                     |
| no  | 1                | 0.46           | 158                         | 72.81                     |
| no other reason given   | 1                | 0.46           | 159                         | 73.27                     |
| no time   | 2                | 0.92           | 161                         | 74.19                     |
| not enough time   | 1                | 0.46           | 162                         | 74.65                     |
| not interested  | 1                | 0.46           | 163                         | 75.12                     |
| out of military since 01 & wanted current physical bf completing form                               | 1                | 0.46           | 164                         | 75.58                     |
| personal problems and just did not want to do it  | 1                | 0.46           | 165                         | 76.04                     |
| probably just layed it down and didnt look at it agagin   | 1                | 0.46           | 166                         | 76.5                      |
| questions were way 2 personal, asking unfo. that he just doesnt giveout                             | 1                | 0.46           | 167                         | 76.96                     |
| really doesnt have a resason  | 1                | 0.46           | 168                         | 77.42                     |
| really dont recall doing study  | 1                | 0.46           | 169                         | 77.88                     |
| received e-mail in error  | 1                | 0.46           | 170                         | 78.34                     |
| received the information but misunderstood focus of the study did not realize was a long term study | 1                | 0.46           | 171                         | 78.8                      |
| retired   | 1                | 0.46           | 172                         | 79.26                     |
| sent survey in  | 1                | 0.46           | 173                         | 79.72                     |
| sent survey in within the last two weeks  | 1                | 0.46           | 174                         | 80.18                     |
| she just mailed and in school   | 1                | 0.46           | 175                         | 80.65                     |
| shift change  | 1                | 0.46           | 176                         | 81.11                     |
| sm said completed via e-mail in August 2005.  | 1                | 0.46           | 177                         | 81.57                     |
| sm was tdy  | 1                | 0.46           | 178                         | 82.03                     |
| started working on questionnaire and was unable to complete it                                      | 1                | 0.46           | 179                         | 82.49                     |
| swamped with transition out of navy   | 1                | 0.46           | 180                         | 82.95                     |
| thinks he completed it  | 1                | 0.46           | 181                         | 83.41                     |
| this lady already did the study on line two times in the last year                                  | 1                | 0.46           | 182                         | 83.87                     |
| thought already done it   | 1                | 0.46           | 183                         | 84.33                     |

| <b>Q1 specify: First Other reason not participate</b>  |                  |                |                             |                           |
|--|------------------|----------------|-----------------------------|---------------------------|
| <b>Q1_oth</b>  | <b>Frequency</b> | <b>Percent</b> | <b>Cumulative Frequency</b> | <b>Cumulative Percent</b> |
| thought had already done survey  | 1                | 0.46           | 184                         | 84.79                     |
| thought he had some important mail and went to the post office for certified mail and had to go twic | 1                | 0.46           | 185                         | 85.25                     |
| thought it was junk mail   | 1                | 0.46           | 186                         | 85.71                     |
| thought she filled oput survey   | 1                | 0.46           | 187                         | 86.18                     |
| thought the survey was repetitive  | 1                | 0.46           | 188                         | 86.64                     |
| thought there was a deadline and he was busy   | 1                | 0.46           | 189                         | 87.1                      |
| time   | 2                | 0.92           | 191                         | 88.02                     |
| time constraint  | 1                | 0.46           | 192                         | 88.48                     |
| to busy and retired moved to another home and in school  | 1                | 0.46           | 193                         | 88.94                     |
| to many e-mails from milcohort   | 1                | 0.46           | 194                         | 89.4                      |
| too busy   | 2                | 0.92           | 196                         | 90.32                     |
| too busy.  | 1                | 0.46           | 197                         | 90.78                     |
| too little time  | 1                | 0.46           | 198                         | 91.24                     |
| took on new career,  | 1                | 0.46           | 199                         | 91.71                     |
| traveling alot   | 1                | 0.46           | 200                         | 92.17                     |
| tried to completed a couple of times and system kicked database back.                                | 1                | 0.46           | 201                         | 92.63                     |
| very busy and also not knowing there was another study such as this                                  | 1                | 0.46           | 202                         | 93.09                     |
| very busy and did not get around to it.  | 1                | 0.46           | 203                         | 93.55                     |
| wanted to know frequency of survey & wanted to talk w/person, not website                            | 1                | 0.46           | 204                         | 94.01                     |
| was out of military then and didnt think it applied to him   | 1                | 0.46           | 205                         | 94.47                     |
| was out of the country working not in the military   | 1                | 0.46           | 206                         | 94.93                     |
| was pending discharged , didnt know could do it  | 1                | 0.46           | 207                         | 95.39                     |
| was unaware of study follow up   | 1                | 0.46           | 208                         | 95.85                     |
| wasn't aware about it being a continue   | 1                | 0.46           | 209                         | 96.31                     |
| wasnt a particular reason, just didnt  | 1                | 0.46           | 210                         | 96.77                     |
| way to busy and about to get deployed and the last thing on his list                                 | 1                | 0.46           | 211                         | 97.24                     |
| we are surveyed so many times that we do not know what is good                                       | 1                | 0.46           | 212                         | 97.7                      |
| when he goes to reserve site, too many surveys & tired of doing them                                 | 1                | 0.46           | 213                         | 98.16                     |
| work 6 days a wk 12hrs a day   | 1                | 0.46           | 214                         | 98.62                     |
| worked related issues  | 1                | 0.46           | 215                         | 99.08                     |
| you did mail in the questionnaire about 1 week after receiving                                       | 1                | 0.46           | 216                         | 99.54                     |
| you never got around to doing it   | 1                | 0.46           | 217                         | 100                       |



| <b>Q1 specify: Second Other reason not participate</b>   |                  |                |                             |                           |
|--|------------------|----------------|-----------------------------|---------------------------|
| <b>Q1_oth</b>  | <b>Frequency</b> | <b>Percent</b> | <b>Cumulative Frequency</b> | <b>Cumulative Percent</b> |
| Had school finals  | 1                | 0.63           | 1                           | 0.63                      |
| Moved recently   | 1                | 0.63           | 2                           | 1.25                      |
| No time  | 1                | 0.63           | 3                           | 1.88                      |
| SM did not know that he could still participate  | 1                | 0.63           | 4                           | 2.5                       |
| SM said he feels that the survey won't do any good   | 1                | 0.63           | 5                           | 3.13                      |
| SM was down on the military  | 1                | 0.63           | 6                           | 3.75                      |
| SM was very busy when he use to respond to the questionnaires  | 1                | 0.63           | 7                           | 4.38                      |
| SM's job keeps him from doing other things   | 1                | 0.63           | 8                           | 5                         |
| Some of questions were too personal, not applicable and not comfortable.                             | 1                | 0.63           | 9                           | 5.63                      |
| TDY alot   | 1                | 0.63           | 10                          | 6.25                      |
| Thought that survey was done   | 1                | 0.63           | 11                          | 6.88                      |
| Tired of doing the survey and hasnt seen any changes, so he thinks it is about making someone feel s | 1                | 0.63           | 12                          | 7.5                       |
| Very busy.   | 1                | 0.63           | 13                          | 8.13                      |
| Was very busy.   | 1                | 0.63           | 14                          | 8.75                      |
| active military and busy with school   | 1                | 0.63           | 15                          | 9.38                      |
| almost positive that he mailed survey back in April  | 1                | 0.63           | 16                          | 10                        |
| always busy  | 1                | 0.63           | 17                          | 10.63                     |
| b/c we havent sent him anytihng  | 1                | 0.63           | 18                          | 11.25                     |
| back n the militray and just doesnt want to do it anymore  | 1                | 0.63           | 19                          | 11.88                     |
| bedrest while pregnant   | 1                | 0.63           | 20                          | 12.5                      |
| busy   | 8                | 5              | 28                          | 17.5                      |
| busy and don't have time to complete   | 1                | 0.63           | 29                          | 18.13                     |
| busy and forgot  | 1                | 0.63           | 30                          | 18.75                     |
| busy schedule  | 1                | 0.63           | 31                          | 19.38                     |
| busy then  | 1                | 0.63           | 32                          | 20                        |
| busyt  | 1                | 0.63           | 33                          | 20.63                     |
| couldn't find the paper  | 1                | 0.63           | 34                          | 21.25                     |
| did it in 2002   | 1                | 0.63           | 35                          | 21.88                     |
| did not have time  | 2                | 1.25           | 37                          | 23.13                     |
| did not know how long survey was going on  | 1                | 0.63           | 38                          | 23.75                     |
| did not know you could do on computer  | 1                | 0.63           | 39                          | 24.38                     |
| did not receive information  | 1                | 0.63           | 40                          | 25                        |
| did not remember receiving paper work  | 1                | 0.63           | 41                          | 25.63                     |
| did not think this was mandatory   | 1                | 0.63           | 42                          | 26.25                     |
| didn't have the time   | 1                | 0.63           | 43                          | 26.88                     |
| didn't have time   | 2                | 1.25           | 45                          | 28.13                     |
| didn't have time, laziness   | 1                | 0.63           | 46                          | 28.75                     |
| didn't know about it   | 1                | 0.63           | 47                          | 29.38                     |
| didn't know he could do it online  | 1                | 0.63           | 48                          | 30                        |
| didn't know it was from dod  | 1                | 0.63           | 49                          | 30.63                     |
| didn't know there was a follow-up survey   | 1                | 0.63           | 50                          | 31.25                     |
| didn't want to take time.  | 1                | 0.63           | 51                          | 31.88                     |

| <b>Q1 specify: Second Other reason not participate</b>   |                  |                |                             |                           |
|--|------------------|----------------|-----------------------------|---------------------------|
| <b>Q1_oth</b>  | <b>Frequency</b> | <b>Percent</b> | <b>Cumulative Frequency</b> | <b>Cumulative Percent</b> |
| didnt c benefit n completing the study, no matter what...nothing changes(medical field has declined) | 1                | 0.63           | 52                          | 32.5                      |
| didnt think the questions pertained 2 him  | 1                | 0.63           | 53                          | 33.13                     |
| disgruntled because never received a hat as promised during 1st phase of research                    | 1                | 0.63           | 54                          | 33.75                     |
| does not remember first round  | 1                | 0.63           | 55                          | 34.38                     |
| doesnt have time   | 1                | 0.63           | 56                          | 35                        |
| don't feel like doing it anymore   | 1                | 0.63           | 57                          | 35.63                     |
| don't have enough time   | 1                | 0.63           | 58                          | 36.25                     |
| don't remember getting it  | 1                | 0.63           | 59                          | 36.88                     |
| don't think the surveys do any good, too long  | 1                | 0.63           | 60                          | 37.5                      |
| education was taken away, fought in 2 wars   | 1                | 0.63           | 61                          | 38.13                     |
| every time he will try to do the survey he got error messages  | 1                | 0.63           | 62                          | 38.75                     |
| first time I did it, thought it was worthless, getting ready to deploy and too many other important  | 1                | 0.63           | 63                          | 39.38                     |
| forgot about it  | 1                | 0.63           | 64                          | 40                        |
| forgot busy  | 1                | 0.63           | 65                          | 40.63                     |
| forgot to mail the survey left it on pation and it got wet   | 1                | 0.63           | 66                          | 41.25                     |
| found that surveys don't accomplish anything from experience his supervisor nevr cared and didn't do | 1                | 0.63           | 67                          | 41.88                     |
| going thru divorce -- busy   | 1                | 0.63           | 68                          | 42.5                      |
| had no time  | 1                | 0.63           | 69                          | 43.13                     |
| hardly have time   | 1                | 0.63           | 70                          | 43.75                     |
| has been very busy   | 1                | 0.63           | 71                          | 44.38                     |
| has moved 3 times  | 1                | 0.63           | 72                          | 45                        |
| has no time , works two jobs   | 1                | 0.63           | 73                          | 45.63                     |
| hasnt recieved any more info on it   | 1                | 0.63           | 74                          | 46.25                     |
| hate surveys   | 1                | 0.63           | 75                          | 46.88                     |
| haven't had time   | 1                | 0.63           | 76                          | 47.5                      |
| havent recieved one  | 1                | 0.63           | 77                          | 48.13                     |
| he did it already  | 1                | 0.63           | 78                          | 48.75                     |
| he doesn't know  | 1                | 0.63           | 79                          | 49.38                     |
| he forgot about it   | 2                | 1.25           | 81                          | 50.63                     |
| he lost track of it in hectic house  | 1                | 0.63           | 82                          | 51.25                     |
| he might do it when he got time  | 1                | 0.63           | 83                          | 51.88                     |
| he moved   | 1                | 0.63           | 84                          | 52.5                      |
| he tried to access the website many times and it won't let me access it                              | 1                | 0.63           | 85                          | 53.13                     |
| husband ill has been to busy   | 1                | 0.63           | 86                          | 53.75                     |
| i disagree with everything and invasion of innocent people   | 1                | 0.63           | 87                          | 54.38                     |
| in navy school   | 1                | 0.63           | 88                          | 55                        |
| in the process of moving   | 1                | 0.63           | 89                          | 55.63                     |
| in various locations & prob has missed some mail   | 1                | 0.63           | 90                          | 56.25                     |

| <b>Q1 specify: Second Other reason not participate</b>                   |                  |                |                             |                           |
|--|------------------|----------------|-----------------------------|---------------------------|
| <b>Q1_oth</b>  | <b>Frequency</b> | <b>Percent</b> | <b>Cumulative Frequency</b> | <b>Cumulative Percent</b> |
| is not seeing a result   | 1                | 0.63           | 91                          | 56.88                     |
| just couldn't remember what the study was about or who was conducting it | 1                | 0.63           | 92                          | 57.5                      |
| just did not do it   | 1                | 0.63           | 93                          | 58.13                     |
| just didn't do it  | 2                | 1.25           | 95                          | 59.38                     |
| just didnt get around to it  | 1                | 0.63           | 96                          | 60                        |
| just didnt get to it   | 1                | 0.63           | 97                          | 60.63                     |
| just didnt have time   | 1                | 0.63           | 98                          | 61.25                     |
| just have been busy and doesnt have internet at sea                      | 1                | 0.63           | 99                          | 61.88                     |
| just kind of put it down, havent gotten back to it                       | 1                | 0.63           | 100                         | 62.5                      |
| lack of time   | 1                | 0.63           | 101                         | 63.13                     |
| lazy   | 1                | 0.63           | 102                         | 63.75                     |
| lost interest  | 1                | 0.63           | 103                         | 64.38                     |
| lost password and website  | 1                | 0.63           | 104                         | 65                        |
| mailed survey in   | 1                | 0.63           | 105                         | 65.63                     |
| may have deleted e mail  | 1                | 0.63           | 106                         | 66.25                     |
| moved so much it might not came to her                                   | 1                | 0.63           | 107                         | 66.88                     |
| moving around a lot in the last few years                                | 1                | 0.63           | 108                         | 67.5                      |
| never been in the military   | 1                | 0.63           | 109                         | 68.13                     |
| never get anything n mail  | 1                | 0.63           | 110                         | 68.75                     |
| never received gift  | 1                | 0.63           | 111                         | 69.38                     |
| no longer at same address  | 1                | 0.63           | 112                         | 70                        |
| no other reason  | 2                | 1.25           | 114                         | 71.25                     |
| no time  | 2                | 1.25           | 116                         | 72.5                      |
| no time is in National Guard full time                                   | 1                | 0.63           | 117                         | 73.13                     |
| not enough time  | 1                | 0.63           | 118                         | 73.75                     |
| not interested   | 1                | 0.63           | 119                         | 74.38                     |
| out of town alot with new job  | 1                | 0.63           | 120                         | 75                        |
| personal problems  | 1                | 0.63           | 121                         | 75.63                     |
| probably sent the paperwork in   | 1                | 0.63           | 122                         | 76.25                     |
| procastinating   | 1                | 0.63           | 123                         | 76.88                     |
| process of pcs and transferring  | 1                | 0.63           | 124                         | 77.5                      |
| procrastination  | 1                | 0.63           | 125                         | 78.13                     |
| questions don't make sense.  | 1                | 0.63           | 126                         | 78.75                     |
| really busy  | 1                | 0.63           | 127                         | 79.38                     |
| really busy, has a second job, doing trucking                            | 1                | 0.63           | 128                         | 80                        |
| retired in April and very busy with moving and other things              | 1                | 0.63           | 129                         | 80.63                     |
| selling one house and buying another and busy all the time               | 1                | 0.63           | 130                         | 81.25                     |
| she has been out since 2001 and feels it would not be related            | 1                | 0.63           | 131                         | 81.88                     |
| so busy  | 1                | 0.63           | 132                         | 82.5                      |
| someone told hi  | 1                | 0.63           | 133                         | 83.13                     |
| subj sd she doesn't have time  | 1                | 0.63           | 134                         | 83.75                     |
| survey is not helpful  | 1                | 0.63           | 135                         | 84.38                     |
| thought it was too late when she got back                                | 1                | 0.63           | 136                         | 85                        |
| time constraints   | 1                | 0.63           | 137                         | 85.63                     |

| <b>Q1 specify: Second Other reason not participate</b>                               |                  |                |                             |                           |
|--|------------------|----------------|-----------------------------|---------------------------|
| <b>Q1_oth</b>  | <b>Frequency</b> | <b>Percent</b> | <b>Cumulative Frequency</b> | <b>Cumulative Percent</b> |
| too busy   | 6                | 3.75           | 143                         | 89.38                     |
| too busy @ work  | 1                | 0.63           | 144                         | 90                        |
| too busy moving and doing day to day stuff   | 1                | 0.63           | 145                         | 90.63                     |
| too many surveys and got tired and disinterested                                     | 1                | 0.63           | 146                         | 91.25                     |
| too personal   | 1                | 0.63           | 147                         | 91.88                     |
| took a new job & very busy with commuting & other                                    | 1                | 0.63           | 148                         | 92.5                      |
| tooo busy  | 1                | 0.63           | 149                         | 93.13                     |
| very busy  | 3                | 1.88           | 152                         | 95                        |
| very busy and did not have time  | 1                | 0.63           | 153                         | 95.63                     |
| very busy in deployment  | 1                | 0.63           | 154                         | 96.25                     |
| very busy with on job  | 1                | 0.63           | 155                         | 96.88                     |
| was moved and havent got another one   | 1                | 0.63           | 156                         | 97.5                      |
| was moving and had computer down   | 1                | 0.63           | 157                         | 98.13                     |
| was very busy for a long time  | 1                | 0.63           | 158                         | 98.75                     |
| when completing the 1st survey, did not realize there going to be subsequent surveys | 1                | 0.63           | 159                         | 99.38                     |
| you send too many surveys in the mail  | 1                | 0.63           | 160                         | 100                       |

Q2: Aware of incentive offers?

| Q2         | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|------------|-----------|---------|----------------------|--------------------|
| Yes        | 322       | 35.46   | 322                  | 35.46              |
| No         | 579       | 63.77   | 901                  | 99.23              |
| Refused    | 1         | 0.11    | 902                  | 99.34              |
| Don't know | 6         | 0.66    | 908                  | 100.00             |

Q3: 1st item encourage participation

| Q3_1                                 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|--------------------------------------|-----------|---------|----------------------|--------------------|
| Gift cards                           | 263       | 28.96   | 263                  | 28.96              |
| Coffee mugs                          | 57        | 6.28    | 320                  | 35.24              |
| Paid subscription to magazine        | 84        | 9.25    | 404                  | 44.49              |
| Clothing with service-specific logo  | 102       | 11.23   | 506                  | 55.73              |
| Millennium Cohort coin               | 41        | 4.52    | 547                  | 60.24              |
| Cash                                 | 239       | 26.32   | 786                  | 86.56              |
| Something else, specify              | 22        | 2.42    | 808                  | 88.99              |
| Nothing - gifts not necessary        | 38        | 4.19    | 846                  | 93.17              |
| Does not matter, would not do survey | 45        | 4.96    | 891                  | 98.13              |
| Refused                              | 1         | 0.11    | 892                  | 98.24              |
| Don't know                           | 16        | 1.76    | 908                  | 100.00             |

The FREQ Procedure

Q3: 2nd item encourage participation

| Q3_2                                 | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|--------------------------------------|-----------|---------|----------------------|--------------------|
| .                                    | 164       | .       | .                    | .                  |
| Gift cards                           | 139       | 18.68   | 139                  | 18.68              |
| Coffee mugs                          | 67        | 9.01    | 206                  | 27.69              |
| Paid subscription to magazine        | 82        | 11.02   | 288                  | 38.71              |
| Clothing with service-specific logo  | 118       | 15.86   | 406                  | 54.57              |
| Millennium Cohort coin               | 38        | 5.11    | 444                  | 59.68              |
| Cash                                 | 165       | 22.18   | 609                  | 81.85              |
| Something else, specify              | 36        | 4.84    | 645                  | 86.69              |
| Nothing - gifts not necessary        | 57        | 7.66    | 702                  | 94.35              |
| Does not matter, would not do survey | 42        | 5.65    | 744                  | 100.00             |

Frequency Missing = 164

| <b>Q3 specify: First Other item encourage participation</b>   |                  |                |                             |                           |
|---|------------------|----------------|-----------------------------|---------------------------|
| <b>Q3_oth</b>   | <b>Frequency</b> | <b>Percent</b> | <b>Cumulative Frequency</b> | <b>Cumulative Percent</b> |
| Don't know  | 1                | 4.55           | 1                           | 4.55                      |
| NONE OF THE ABOVE HE THINKS PEOPLE WOULDN'T DO IT   | 1                | 4.55           | 2                           | 9.09                      |
| SM said to let the subjects choose what they want   | 1                | 4.55           | 3                           | 13.64                     |
| all of the choices are pretty good  | 1                | 4.55           | 4                           | 18.18                     |
| calling card  | 1                | 4.55           | 5                           | 22.73                     |
| fill out survey and them alone  | 1                | 4.55           | 6                           | 27.27                     |
| gift card 2 a restaurant  | 1                | 4.55           | 7                           | 31.82                     |
| give people a chose of those  | 1                | 4.55           | 8                           | 36.36                     |
| make it shorter   | 1                | 4.55           | 9                           | 40.91                     |
| nothing is appealing to him   | 1                | 4.55           | 10                          | 45.45                     |
| other   | 1                | 4.55           | 11                          | 50                        |
| phone card  | 2                | 9.09           | 13                          | 59.09                     |
| phone cards   | 3                | 13.64          | 16                          | 72.73                     |
| phonecard   | 1                | 4.55           | 17                          | 77.27                     |
| shorten survey  | 1                | 4.55           | 18                          | 81.82                     |
| th eamerican flag   | 1                | 4.55           | 19                          | 86.36                     |
| the t shirt was ok -- the incentive was not necessary but just to do it so it would help peopleisok | 1                | 4.55           | 20                          | 90.91                     |
| ticket to sea world   | 1                | 4.55           | 21                          | 95.45                     |
| would like to see result of the impact on the constitution, improvements and would like to see what | 1                | 4.55           | 22                          | 100                       |

| <b>Q3 specify: Second Other item encourage participation</b> |                  |                |                             |                           |
|--|------------------|----------------|-----------------------------|---------------------------|
| <b>Q3_oth</b>  | <b>Frequency</b> | <b>Percent</b> | <b>Cumulative Frequency</b> | <b>Cumulative Percent</b> |
| <b>5</b>   | 1                | 2.78           | 1                           | 2.78                      |
| <b>Gas Card</b>  | 1                | 2.78           | 2                           | 5.56                      |
| <b>Pen and pencil set</b>                                    | 1                | 2.78           | 3                           | 8.33                      |
| <b>Phone Card</b>  | 1                | 2.78           | 4                           | 11.11                     |
| <b>T-shirt</b>   | 1                | 2.78           | 5                           | 13.89                     |
| <b>a cap</b>   | 1                | 2.78           | 6                           | 16.67                     |
| <b>another shirt</b>   | 1                | 2.78           | 7                           | 19.44                     |
| <b>cars</b>  | 1                | 2.78           | 8                           | 22.22                     |
| <b>certificate</b>   | 1                | 2.78           | 9                           | 25                        |
| <b>description on what participates are use for</b>          | 1                | 2.78           | 10                          | 27.78                     |
| <b>football</b>  | 1                | 2.78           | 11                          | 30.56                     |
| <b>gift card to walmart</b>                                  | 1                | 2.78           | 12                          | 33.33                     |
| <b>gift certificate</b>                                      | 1                | 2.78           | 13                          | 36.11                     |
| <b>gift certificate to restaurant</b>                        | 1                | 2.78           | 14                          | 38.89                     |
| <b>it would depend</b>                                       | 1                | 2.78           | 15                          | 41.67                     |
| <b>more education</b>  | 1                | 2.78           | 16                          | 44.44                     |
| <b>phone card</b>  | 12               | 33.33          | 28                          | 77.78                     |
| <b>phone cards</b>   | 7                | 19.44          | 35                          | 97.22                     |
| <b>the t-shirts</b>  | 1                | 2.78           | 36                          | 100                       |

| <b>Q4: Specify magazine to encourage participation</b> |                  |                |                             |                           |
|--|------------------|----------------|-----------------------------|---------------------------|
| <b>Q4</b>  | <b>Frequency</b> | <b>Percent</b> | <b>Cumulative Frequency</b> | <b>Cumulative Percent</b> |
| Army Times   | 1                | 0.6            | 1                           | 0.6                       |
| Army Times Newspaper                                   | 1                | 0.6            | 2                           | 1.2                       |
| Army Times, Newsweek, Business Week                    | 1                | 0.6            | 3                           | 1.81                      |
| Computer magazine                                      | 1                | 0.6            | 4                           | 2.41                      |
| Cosmo  | 1                | 0.6            | 5                           | 3.01                      |
| Cosmopolitan for women, GQ for men.                    | 1                | 0.6            | 6                           | 3.61                      |
| DOD related  | 1                | 0.6            | 7                           | 4.22                      |
| Don't know   | 18               | 10.84          | 25                          | 15.06                     |
| EBONY, JET, BLACK ENTRENPRENURS                        | 1                | 0.6            | 26                          | 15.66                     |
| Espn   | 1                | 0.6            | 27                          | 16.27                     |
| Food & Wine  | 1                | 0.6            | 28                          | 16.87                     |
| Golf Magazine  | 1                | 0.6            | 29                          | 17.47                     |
| Health & Fitness                                       | 1                | 0.6            | 30                          | 18.07                     |
| Health Magazine  | 1                | 0.6            | 31                          | 18.67                     |
| Home/Family magazines                                  | 1                | 0.6            | 32                          | 19.28                     |
| House Beautiful  | 1                | 0.6            | 33                          | 19.88                     |
| IRON HORSE OR RIDER                                    | 1                | 0.6            | 34                          | 20.48                     |
| Martha Stewart Living, Better Homes & Gardens          | 1                | 0.6            | 35                          | 21.08                     |
| Maxim  | 1                | 0.6            | 36                          | 21.69                     |
| Maxim Magazine   | 1                | 0.6            | 37                          | 22.29                     |
| McGraw Hill Magazine or McMillian Magazine             | 1                | 0.6            | 38                          | 22.89                     |
| Men's Health   | 1                | 0.6            | 39                          | 23.49                     |
| Men's health magazine                                  | 1                | 0.6            | 40                          | 24.1                      |
| Military magazine                                      | 1                | 0.6            | 41                          | 24.7                      |
| Military type magazine                                 | 1                | 0.6            | 42                          | 25.3                      |
| National Geographics                                   | 1                | 0.6            | 43                          | 25.9                      |
| Outdoor magazine                                       | 1                | 0.6            | 44                          | 26.51                     |
| Parenting or fitness magazine                          | 1                | 0.6            | 45                          | 27.11                     |
| People   | 1                | 0.6            | 46                          | 27.71                     |
| People Magazine  | 1                | 0.6            | 47                          | 28.31                     |
| Popular Science  | 1                | 0.6            | 48                          | 28.92                     |
| Smart Money  | 1                | 0.6            | 49                          | 29.52                     |
| Sports Illustrated                                     | 1                | 0.6            | 50                          | 30.12                     |
| Sports Illustrated                                     | 3                | 1.81           | 53                          | 31.93                     |
| Sports Illustrated Magazine                            | 1                | 0.6            | 54                          | 32.53                     |
| Sports Illustrated or Men's health                     | 1                | 0.6            | 55                          | 33.13                     |
| Sports Illustrated, Men's Fitness                      | 1                | 0.6            | 56                          | 33.73                     |
| Sports magazine  | 1                | 0.6            | 57                          | 34.34                     |
| Time Magazine  | 1                | 0.6            | 58                          | 34.94                     |
| Time or Newsweek                                       | 1                | 0.6            | 59                          | 35.54                     |
| a fitness magazine                                     | 1                | 0.6            | 60                          | 36.14                     |
| a major one  | 1                | 0.6            | 61                          | 36.75                     |
| air entertainment weekly                               | 1                | 0.6            | 62                          | 37.35                     |
| air force - afa? ncoa                                  | 1                | 0.6            | 63                          | 37.95                     |
| air force times  | 1                | 0.6            | 64                          | 38.55                     |
| air force times or army times                          | 1                | 0.6            | 65                          | 39.16                     |
| american woodworker                                    | 1                | 0.6            | 66                          | 39.76                     |
| appropriate branch times magazine                      | 1                | 0.6            | 67                          | 40.36                     |
| automotive   | 1                | 0.6            | 68                          | 40.96                     |



| <b>Q4: Specify magazine to encourage participation</b>                |                  |                |                             |                           |
|---|------------------|----------------|-----------------------------|---------------------------|
| <b>Q4</b>   | <b>Frequency</b> | <b>Percent</b> | <b>Cumulative Frequency</b> | <b>Cumulative Percent</b> |
| better homes and gardens  | 1                | 0.6            | 69                          | 41.57                     |
| business weekly   | 1                | 0.6            | 70                          | 42.17                     |
| car and driver  | 1                | 0.6            | 71                          | 42.77                     |
| car and driver and road and track and popular science                 | 1                | 0.6            | 72                          | 43.37                     |
| car and driver or road & track  | 1                | 0.6            | 73                          | 43.98                     |
| consumer report   | 1                | 0.6            | 74                          | 44.58                     |
| consumer reports  | 1                | 0.6            | 75                          | 45.18                     |
| cosmo   | 1                | 0.6            | 76                          | 45.78                     |
| decorating magazines, southern living                                 | 1                | 0.6            | 77                          | 46.39                     |
| depends on individual   | 1                | 0.6            | 78                          | 46.99                     |
| depends on person   | 1                | 0.6            | 79                          | 47.59                     |
| discover  | 1                | 0.6            | 80                          | 48.19                     |
| discovery   | 1                | 0.6            | 81                          | 48.8                      |
| duck, or delta  | 1                | 0.6            | 82                          | 49.4                      |
| economist   | 1                | 0.6            | 83                          | 50                        |
| either service members mags navy times -- service specific magazines  | 1                | 0.6            | 84                          | 50.6                      |
| essence   | 1                | 0.6            | 85                          | 51.2                      |
| everyday people or something  | 1                | 0.6            | 86                          | 51.81                     |
| excellence  | 1                | 0.6            | 87                          | 52.41                     |
| field and stream  | 2                | 1.2            | 89                          | 53.61                     |
| field and stream, big buck, or the bass magazines, sports illustrated | 1                | 0.6            | 90                          | 54.22                     |
| fitness   | 2                | 1.2            | 92                          | 55.42                     |
| four wheeler  | 1                | 0.6            | 93                          | 56.02                     |
| glamour, lucky  | 1                | 0.6            | 94                          | 56.63                     |
| guns and ammo magazine  | 1                | 0.6            | 95                          | 57.23                     |
| home improvement  | 1                | 0.6            | 96                          | 57.83                     |
| hunting and fishing   | 1                | 0.6            | 97                          | 58.43                     |
| marine corps gazette  | 1                | 0.6            | 98                          | 59.04                     |
| mens fitness  | 1                | 0.6            | 99                          | 59.64                     |
| mens health   | 1                | 0.6            | 100                         | 60.24                     |
| military magazine   | 1                | 0.6            | 101                         | 60.84                     |
| military magazine like Army Times                                     | 1                | 0.6            | 102                         | 61.45                     |
| national review   | 1                | 0.6            | 103                         | 62.05                     |
| navy times  | 1                | 0.6            | 104                         | 62.65                     |
| news magazine   | 1                | 0.6            | 105                         | 63.25                     |
| news week   | 1                | 0.6            | 106                         | 63.86                     |
| newsweek or time or something like that                               | 1                | 0.6            | 107                         | 64.46                     |
| no choice   | 1                | 0.6            | 108                         | 65.06                     |
| no idea   | 1                | 0.6            | 109                         | 65.66                     |
| not interested in magazine  | 1                | 0.6            | 110                         | 66.27                     |
| offer a choice  | 1                | 0.6            | 111                         | 66.87                     |
| outdoor like hunting, fishing, gun magazine                           | 1                | 0.6            | 112                         | 67.47                     |
| pc or technical magazine  | 1                | 0.6            | 113                         | 68.07                     |
| people  | 1                | 0.6            | 114                         | 68.67                     |
| people magazine   | 1                | 0.6            | 115                         | 69.28                     |
| people or life  | 1                | 0.6            | 116                         | 69.88                     |
| per sm unknown  | 1                | 0.6            | 117                         | 70.48                     |

| <b>Q4: Specify magazine to encourage participation</b> |                  |                |                             |                           |
|--|------------------|----------------|-----------------------------|---------------------------|
| <b>Q4</b>  | <b>Frequency</b> | <b>Percent</b> | <b>Cumulative Frequency</b> | <b>Cumulative Percent</b> |
| playboy  | 1                | 0.6            | 118                         | 71.08                     |
| political  | 1                | 0.6            | 119                         | 71.69                     |
| popular mechanics, popular science                     | 1                | 0.6            | 120                         | 72.29                     |
| popular science  | 1                | 0.6            | 121                         | 72.89                     |
| popular science or popular mechanics                   | 1                | 0.6            | 122                         | 73.49                     |
| readers digest etc                                     | 1                | 0.6            | 123                         | 74.1                      |
| remote control aircraft                                | 1                | 0.6            | 124                         | 74.7                      |
| retired military magazine                              | 1                | 0.6            | 125                         | 75.3                      |
| send publication list to choose                        | 1                | 0.6            | 126                         | 75.9                      |
| something 2 do with the military                       | 1                | 0.6            | 127                         | 76.51                     |
| sporting magazine                                      | 1                | 0.6            | 128                         | 77.11                     |
| sports   | 7                | 4.22           | 135                         | 81.33                     |
| sports illustrated                                     | 11               | 6.63           | 146                         | 87.95                     |
| sports illustrated or reader's digest                  | 1                | 0.6            | 147                         | 88.55                     |
| sports illustrated, self                               | 1                | 0.6            | 148                         | 89.16                     |
| sports mag or cars for men, beauty for women           | 1                | 0.6            | 149                         | 89.76                     |
| sports magazine  | 2                | 1.2            | 151                         | 90.96                     |
| sports magazine or military magazine                   | 1                | 0.6            | 152                         | 91.57                     |
| sports magazine, family circke                         | 1                | 0.6            | 153                         | 92.17                     |
| sports or business                                     | 1                | 0.6            | 154                         | 92.77                     |
| sports, cars magazine                                  | 1                | 0.6            | 155                         | 93.37                     |
| time   | 2                | 1.2            | 157                         | 94.58                     |
| time magazine, sports illustrated                      | 1                | 0.6            | 158                         | 95.18                     |
| time or newsweek                                       | 2                | 1.2            | 160                         | 96.39                     |
| times  | 2                | 1.2            | 162                         | 97.59                     |
| tv guide---psychology today                            | 1                | 0.6            | 163                         | 98.19                     |
| unspecific   | 1                | 0.6            | 164                         | 98.8                      |
| us news  | 1                | 0.6            | 165                         | 99.4                      |
| what ever persons likes                                | 1                | 0.6            | 166                         | 100                       |

Q5: Specify cash amount to encourage participation

| Q5         | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|------------|-----------|---------|----------------------|--------------------|
| .          | 504       | .       | .                    | .                  |
| Don't know | 49        | .       | .                    | .                  |
| 0          | 7         | 1.97    | 7                    | 1.97               |
| 2          | 1         | 0.28    | 8                    | 2.25               |
| 5          | 19        | 5.35    | 27                   | 7.61               |
| 10         | 63        | 17.75   | 90                   | 25.35              |
| 15         | 5         | 1.41    | 95                   | 26.76              |
| 20         | 65        | 18.31   | 160                  | 45.07              |
| 25         | 62        | 17.46   | 222                  | 62.54              |
| 30         | 5         | 1.41    | 227                  | 63.94              |
| 40         | 4         | 1.13    | 231                  | 65.07              |
| 50         | 69        | 19.44   | 300                  | 84.51              |
| 65         | 1         | 0.28    | 301                  | 84.79              |
| 75         | 1         | 0.28    | 302                  | 85.07              |
| 100        | 28        | 7.89    | 330                  | 92.96              |
| 200        | 3         | 0.85    | 333                  | 93.80              |
| 203        | 1         | 0.28    | 334                  | 94.08              |
| 250        | 2         | 0.56    | 336                  | 94.65              |
| 500        | 19        | 5.35    | 355                  | 100.00             |

Frequency Missing = 553

Q6: Health rating

| Q6         | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|------------|-----------|---------|----------------------|--------------------|
| Excellent  | 225       | 24.78   | 225                  | 24.78              |
| Very Good  | 309       | 34.03   | 534                  | 58.81              |
| Good       | 264       | 29.07   | 798                  | 87.89              |
| Fair       | 87        | 9.58    | 885                  | 97.47              |
| Poor       | 19        | 2.09    | 904                  | 99.56              |
| Refused    | 3         | 0.33    | 907                  | 99.89              |
| Don't know | 1         | 0.11    | 908                  | 100.00             |

Q7: Received any mail notifications?

| Q7         | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|------------|-----------|---------|----------------------|--------------------|
| Yes        | 357       | 39.32   | 357                  | 39.32              |
| No         | 506       | 55.73   | 863                  | 95.04              |
| Refused    | 1         | 0.11    | 864                  | 95.15              |
| Don't know | 44        | 4.85    | 908                  | 100.00             |

Q8: Received any e-mail notifications?

| Q8                        | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---------------------------|-----------|---------|----------------------|--------------------|
| Yes                       | 134       | 14.76   | 134                  | 14.76              |
| No                        | 678       | 74.67   | 812                  | 89.43              |
| Don't have e-mail account | 35        | 3.85    | 847                  | 93.28              |
| Refused                   | 1         | 0.11    | 848                  | 93.39              |
| Don't know                | 60        | 6.61    | 908                  | 100.00             |

Q9: Have Internet access to complete survey?

| Q9         | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|------------|-----------|---------|----------------------|--------------------|
| Yes        | 758       | 83.48   | 758                  | 83.48              |
| No         | 147       | 16.19   | 905                  | 99.67              |
| Refused    | 2         | 0.22    | 907                  | 99.89              |
| Don't know | 1         | 0.11    | 908                  | 100.00             |

Q10: Ok to e-mail online survey link?

| Q10        | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|------------|-----------|---------|----------------------|--------------------|
| .          | 150       | .       | .                    | .                  |
| Yes        | 573       | 75.59   | 573                  | 75.59              |
| No         | 183       | 24.14   | 756                  | 99.74              |
| Refused    | 1         | 0.13    | 757                  | 99.87              |
| Don't know | 1         | 0.13    | 758                  | 100.00             |

Frequency Missing = 150

Q12: Request paper version

| Q12     | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|---------|-----------|---------|----------------------|--------------------|
| Yes     | 308       | 33.92   | 308                  | 33.92              |
| No      | 599       | 65.97   | 907                  | 99.89              |
| Refused | 1         | 0.11    | 908                  | 100.00             |

Q13: Contact information correct?

| Q13                          | Frequency | Percent | Cumulative Frequency | Cumulative Percent |
|------------------------------|-----------|---------|----------------------|--------------------|
| .                            | 601       | .       | .                    | .                  |
| All information is correct   | 217       | 70.68   | 217                  | 70.68              |
| Need to change piece of info | 90        | 29.32   | 307                  | 100.00             |

Frequency Missing = 6