

Questions Contained in the ACS Housing Unit Reinterview Instrument

Original outcome was a completed interview:

If respondent name is known:

Telephone Reinterview:

Q: Hello, I'm _____ from the U.S. Census Bureau. May I speak to [RESPNAME]?

Personal-visit Reinterview:

Q: Hello, I'm _____ from the U.S. Census Bureau. Here is my identification card.
May I speak to [RESPNAME]?

Q: Thank you for helping us recently with the American Community Survey. We're doing a short quality control check to make sure that our interviewers are following correct procedures. Is your address [ADDRESS]?

If respondent name is unknown:

Telephone Reinterview:

Q: Hello, This is _____ from the U.S. Census Bureau. Our records show that one of our interviewers, [INT_NAME], recently contacted your household. We're doing a short quality control check to make sure that our interviewers are following correct procedures. Can you or another household member answer a few questions to help us evaluate the interviewer's work?

Personal-visit Reinterview:

Q: Hello, I'm _____ from the U.S. Census Bureau. Here is my identification card. Our records show that one of our interviewers, [INT_NAME], recently contacted your household. We're doing a short quality control check to make sure that our interviewers are following correct procedures. Can you or another household member answer a few questions to help us evaluate the interviewer's work?

Q: I need to verify that the address here/there is [ADDRESS].

Q: With whom am I speaking? (If not already known)

Q: Did an interviewer contact you on or about [INT_DATE] and ask questions about the characteristics of this housing unit and the occupants of the unit?

if yes and respondent name was unknown:

Q: Were you present during the original interview?

if no and respondent name was known:

Q: Could the interviewer have spoken to another person at [ADDRESS]?

Q: May I speak to her/him?

if yes: Did an interviewer visit or call regarding [ADDRESS]?

Q: Did the interviewer visit in person or call on the telephone?

Q: Was the interviewer polite and professional?

Q: About how long did the interview last?

If original interview was in person:

Q: Did the interviewer use a laptop computer?

Q: Our records indicate that [ROSTER_NAMES] was/were living or staying at [ADDRESS] on [INT_DATE]. Is this correct?

Q: I'd also like to verify that we recorded each person's age correctly. [Read all names and ages]

Q: Have I missed any household member who was living or staying at this address on [INT_DATE]?
Q: Did the interviewer ask questions about the total number of rooms and bedrooms in this unit?
Q: For each person living at this unit, did the interviewer ask questions about their income?
END: Thank you for your cooperation. You've been very helpful.

Original outcome was a noninterview with information provided by a contact person:

If contact name is known:

Telephone Reinterview:

Q: Hello, I'm _____ from the U.S. Census Bureau. May I speak to [CONTACTNAME]?

Personal-visit Reinterview:

Q: Hello, I'm _____ from the U.S. Census Bureau. Here is my identification card. May I speak to [CONTACTNAME]?

INTRO: Thank you for recently helping us verify the status of [ADDRESS]. We're doing a short quality control check to make sure that our interviewers are following correct procedures.

If contact name is unknown:

Telephone Reinterview:

Q: Hello. I'm _____ from the U.S. Census Bureau. Our records show that one of our interviewers, [INT_NAME], recently contacted your location to verify the status of [ADDRESS]. We're doing a short quality control check to make sure that our interviewers are following correct procedures. Can you or someone else answer a few questions to help us evaluate the interviewer's work?

Personal-visit Reinterview:

Q: Hello. I'm _____ from the U.S. Census Bureau. Here is my identification card. Our records show that one of our interviewers, [INT_NAME], recently contacted this location to verify the status of [ADDRESS]. We're doing a short quality control check to make sure that our interviewers are following correct procedures. Can you or someone else answer a few questions to help us evaluate the interviewer's work?

Q: Did an interviewer visit or call regarding [ADDRESS]?

if yes and contact name was unknown:

Q: Were you present during the original interview?

if no and respondent name was known:

Q: Could the interviewer have spoken to another person at [ADDRESS]?

Q: May I speak to her/him?

if yes: Did an interviewer visit or call regarding [ADDRESS]?

Q: Did the interviewer visit in person or call on the telephone?

Q: Was the interviewer polite and professional?

If original interview was in person:

Q: Did the interviewer use a laptop computer?

Q: Our records show that on [INT_DATE], [ADDRESS] [OUTCOME_DESCRIP]. Is this information correct?

if no:

Q: What was the status of [ADDRESS] on or about [INTDATE]?

END: Thank you for your cooperation. You've been very helpful.

Original outcome was a vacant interview: Status verification section only

Q: Was [ADDRESS] vacant on [INTDATE]?

if don't know or refused:

Q: Is there someone present I could speak with who could tell me the status of [ADDRESS] on or about [INTDATE]?

Q: May I speak to her/him?

if yes:

Q: Hello. I'm _____ from the U.S. Census Bureau. Our records show that one of our interviewers, [INT_NAME], recently contacted this location to verify the status of [ADDRESS]. We're doing a short quality control check to make sure that our interviewers are following correct procedures. Was [ADDRESS] vacant on [INTDATE]?

Miscellaneous questions: For specific cases

If respondent/contact person is unknown:

Q: Have I reached area code [AREA] [PREFIX]-[SUFFIX], ext [EXTN]?

if no:

END: I'm sorry, I must have dialed incorrectly. I'll try again.

if refused:

END: I'm sorry, I'll dial again to be sure I've dialed correctly.

If respondent/contact person can't be reached or no longer lives there:

Q: Perhaps you can help me. Are you a household member who is 15 years or older?

if no:

Q: Is there a household member present I may speak to who is 15 years or older?

if original outcome was a complete interview:

Q: Our records show that one of our interviewers, [INT_NAME], recently contacted your household. We're doing a short quality control check to make sure that our interviewers are following correct procedures. Can you or another household member answer a few questions to help us evaluate the interviewer's work?

if original outcome was a noninterview or vacant interview:

Q: Our records show that one of our interviewers, [INT_NAME], recently contacted this location to verify the status of [ADDRESS]. We're doing a short quality control check to make sure that our interviewers are following correct procedures. Can you or someone else answer a few questions to help us evaluate the interviewer's work?

If the address is wrong:

END: I'm sorry, I have the wrong address/telephone number. Thank you for your help.

If the contact refuses to cooperate:

END: I'm sorry to have bothered you.

If there is no available household member to answer questions:

END: Thank you for your help, but I need to speak to a household member. I'll try back later.

If now is not a good time to complete the reinterview:

Q: I'd like to schedule a date to complete/conduct the quality check. What date and time would be best to call/visit? Today is [DATE].

If respondent/contact person is not available now, but will be available later:

Q: What date and time would be best to contact [RESPNAME]/[CONTACTNAME], [CONTACTTITLE] in order to conduct the quality check? Today is [DATE].

END: Thank you for your help. We will call/visit again at the time suggested.