POMP 4 TRANSPORTATION SATISFACTION SURVEY
INTERVIEWER CHECKLIST
March 12, 2003

Pay close attention to this checklist of items when conducting interviews. This checklist provides a quick summary of the questionnaire's codebook. For more information, refer to the codebook.

OFFICE USE ONLY BOX

- Make sure that the office use only box is filled in.
- The client ID on the questionnaires should match one of the client IDs in the original sample list. (Surveys that are mailed out need to have the client ID written on them before they are mailed to the client.)
- Make sure that the information for client ID, survey date, and interview method are filled in. These are required fields.
- If "Other" is checked for "Service Type," make sure a description is provided.

PRE-SCREENER QUESTIONS

- These are required fields.
- For Question S1, if the client is not 60 years of age or older do not administer the questionnaire, write in ineligible on the sample list. You must have this question answered before proceeding with data entry. If it is a mail questionnaire, fill in the question by referring to the age question in the demographic form or look it up in your client records.
- For Question S2, if the client did not been receive services prior to January 1, 2003, end the interview and write in ineligible on the sample list. If the client does not provide you with an answer, check if an enrollment date has been filled in the office use only box. If the date is available, enter that date as the answer to Question S3, otherwise end the interview. If the enrollment date is later than December 31, 2002, end the interview.

QUESTIONNAIRE

- **Record a response for every question,** except those questions that are skipped according to the skip patterns written in the questionnaire. The only acceptable blanks are for questions that are to be skipped. If the respondent does not know the answer to a question, write DK in the right margin next to the question. If the respondent refuses to answer a question, write RF in the right margin next to the question.

- For responses requiring a description (3A, 21K, 22H), the client must provide a description. You must keep the descriptions short: you have 50 characters or less to record the description. If no answer is given, ask the question a second time. If no answer is given on the second try, write in a RF as the response.

- For Question 1, the only acceptable responses are values from 0 to 995.

- For Question 2, the only acceptable responses are values from 0 to 95.

- If the response to Question 3 is 4, 5, or missing, then skip to Question 4 and do not ask Question 3A.

- If the response to Question 24 is 2 or missing, then skip to Question 26 and do not ask Question 25.