The CEQ Worksheet:
A Respondent Tool for Streamlining the Interview Experience and Improving Data Quality

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Division of Consumer Expenditure Surveys

2018 CE Survey Methods Symposium

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Any opinions expressed in this presentation are those of the authors and do not constitute policy of the Bureau of Labor Statistics.

The CE Survey

- The CED (Diary Survey)

- The CEQ (Quarterly Survey)
  - Collects data on large and recurring expenditures
  - Conducted with a computer assisted personal interviewing (CAPI) instrument

Background

- In 2010, the CE Materials team worked on designing a "worksheet" to accompany the CEQ survey
- Support from Field Representative (FR) Focus Groups
- Support from Gemini Project to redesign the Consumer Expenditure Survey

Step 1: Information Gathering

- Selected Six FRs (one from each Regional Office) to participate in one-on-one telephone interviews for this project

- Asked the FRs a series of questions based on an approved semi-structured interviewing protocol

Step 1: Information Gathering

- The Worksheet: an optional tool that respondents can use in between, as well as during the interviews

- FR: “It would help streamline the process of the interview when it takes place; allows it to be efficient and less burdensome on the day of the interview.”

Major Recommendations from FRs

1. Use the worksheet only for Interviews 2-4

   Allow the FR to hand the worksheet to the respondent at the end of the prior interview after they have built a relationship with the respondent

2. Establish consistent guidelines as a starting point, but allow FRs flexibility in how they apply the worksheet

3. Ask that the worksheet be filled out only by the main respondent

4. “Pitch” the worksheet to respondents as a tool that will help them to streamline and shorten the interview time

Major Recommendations from FRs

5. Include expenses that are asked by month and items that are difficult to recall without records

6. The worksheet should be no more than one page (front and back); should be simple with large text that is clear and easy to read

7. The worksheet should look professional and include a privacy statement, the FR's contact information, a thank you, and the CE website so that the respondent can look up interesting statistical information

Proceed with development

Benefits

- Shorten interview time
- Reduce respondent burden
- Reduce proxy reporting
- Encourage record use
- Improve the quality of the data reported
- Remind respondents with its tangible presence

Step 2: Design and Evaluation

- Proposed a Design
- Asked FRs to evaluate and provide feedback via an online evaluation form
- Obtained feedback from fifty-two FRs
- Revised the worksheet

Initial Design

Census

Our next interview is on ____________________ at________

Consumer Expenditure Quarterly Interview Survey

PREPARING FOR YOUR NEXT INTERVIEW

A Census field representative will visit you again in three months to ask you about your household's expenses. You may find the information below and the worksheet provided on the back helpful in preparing for your next interview.

To learn more about the survey and how valuable your response is, visit http://www.bls.gov/respondents/cex/.

Thank you for your participation!

- **Talk to everyone in your household – family members and anyone else living in your home that you share expenses with.** Be ready to answer questions for them or ask them to sit in on part of the interview.
- **Collect records to help you remember details about your expenses.** Ask others in the household if they have any records, too. Store the records where you can access them during the interview and print or download any online records before the interview. Records will only be used for reference during the interview; we will not keep them.

Types of Records:	Places to Look:
✓ Bills	✓ Wallet or Purse
✓ Receipts	✓ Online accounts
✓ Statements	✓ Filing drawers
✓ Checkbooks	✓ E-mail
✓ Paystubs	✓ Smartphone apps

Questions?

FR Name: ____________________

Phone: ____________ Email: ____________

Expense Worksheet

Housing Expenses and Utilities	Month 1 ______	Month 2 ______	Month 3 ______
Mortgage or Rent			
Other Housing Expenses (e.g. HOA/condo fees)			
Specify:			
Specify:			
Water			
Gas or Oil			
Electricity			
Internet/Cable/TV			
Specify:			
Cell Phone			
Other Utilities (e.g. other phone, trash, recycling, sewer)			
Specify:			
Specify:			

Insurance	Frequency of payment (Specify: monthly, annually, etc.)	Amount
Health Insurance		
Homeowner's or Renter's Insurance		
Car Insurance		
Life Insurance		
Long Term Care		
Other Insurance (e.g. pet, PMI, credit card)		
Specify:		
Specify:		

Income	Total for last 12 months
Wages/salary (include tips, bonuses, and commissions before taxes	
Interest or Dividends	
Other Income (e.g. self-employment, retirement, disability, unemployment, child support, government benefits or assistance)	
Specify:	

Paycheck	
Amount of last pay before deductions	
Deductions for retirement	
Deductions for Social Security/Medicare	

Assets	Current balance
Retirement accounts (e.g. 401(k)s, IRAs, TSP)	
Stocks, bonds, or mutual funds (not in retirement)	
Checking, savings, money market, CDs	
Other financial assets (e.g. annuities, trusts, royalties)	
Specify:	
Specify:	

Liabilities	Current balance
Major credit cards (include store and gas cards)	
Student Loans	
Other liabilities (e.g. medical, personal, do NOT include mortgage, home equity or vehicle loans)	
Specify:	
Specify:	

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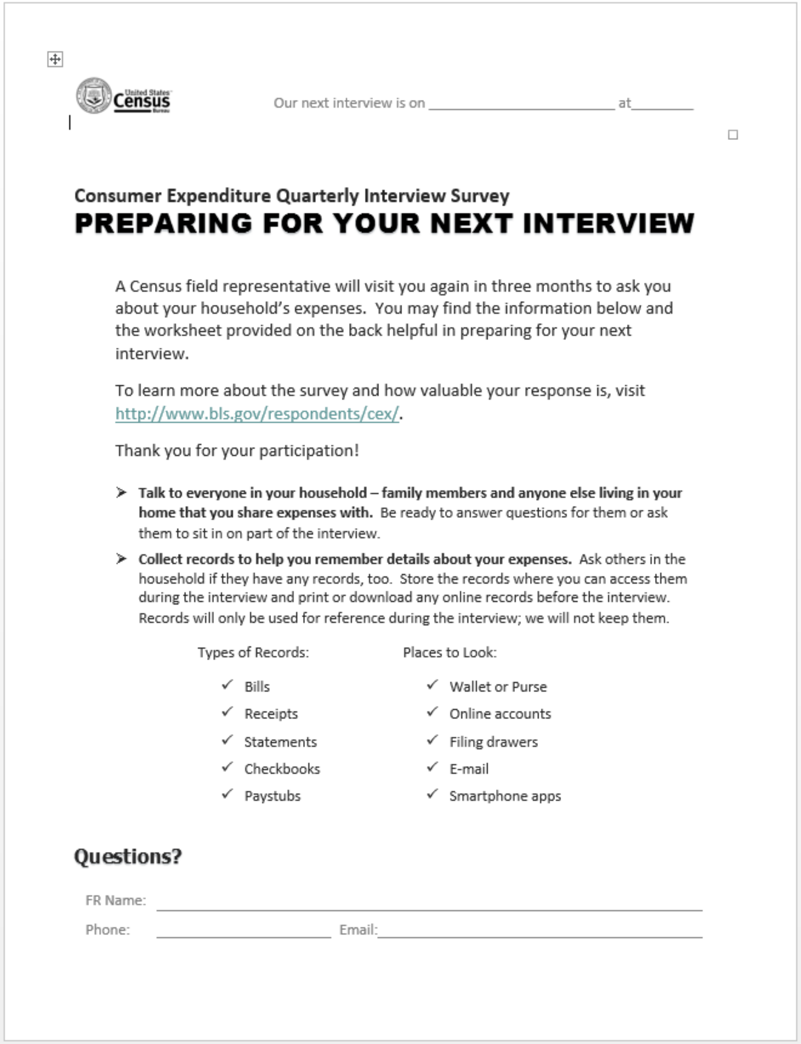
BLS

FR Feedback

Regarding the Front of the CEQ Worksheet



Census

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Thank you for your participation!

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✓ Checkbooks	✓ E-mail
✓ Paystubs	✓ Smartphone apps

Questions?

FR Name: ____________________

Phone: __________ Email: __________

Appearance

- 83% Positive about the appearance
- 63% of FRs felt respondents would have a positive reaction

Content

- 73% positive about the content
- 21% negative about the content
  - Concerned that the worksheet might scare busy respondents away

Revised Design: Front

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Questions?

FR Name: ____________________

Phone: ____________ Email: ____________

Ou

Consumer Expend

PREPAR FOR

Changed "A Census field representative..." to "Your Census field representative..." to make it more personal.

Your Census field representative will visit you again in three months to ask you about your household's expenses. You may find the information below and the worksheet provided on the back helpful in preparing for your next interview. The worksheet shows you some of the types of spending that I'll be asking about, and if you note these expenses on the worksheet, the interview may be faster while also making it easier for you to give accurate amounts.

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Types of Records:

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✓ Receipts	✓ Paystubs
✓ Statements	✓ Online Records

Questions?

Field Representative Name: ____________________

Phone: ____________________

Initial

Revised

Revised Design: Front

United States Census Bureau

Our next interview is on ______________________ at________

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To learn more about the survey and how va… …ur response is, visit http://www.bls.gov/respondents/cex/.

Thank you for your participation!

- **Talk to everyone in your household –** … **home that you share expenses with.** … to sit in on part of the interview.
- **Collect records to help you rememb…** … household if they have any records, t… during the interview. This worksheet … will not keep them.

Types of Records:

- ✓ Bills
- ✓ Receipts
- ✓ Statements

Questions?

Field Representative Name: ____________

Phone: ____________

Added the following sentence: The worksheet shows you some of the types of spending that I'll be asking about, and if you note these expenses on the worksheet, the interview may be faster while also making it easier for you to give accurate amounts.

Revised

Revised Design: Front

Our next interview is on ____________________ at_______

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Questions?

FR Name: ____________________

Phone: ____________ Email: ____________

Deleted "Places to Look" for records and the associated examples.

Our next interview is on ____________________ at_______

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Types of Records:

✓ Bills	✓ Checkbooks
✓ Receipts	✓ Paystubs
✓ Statements	✓ Online Records

Questions?

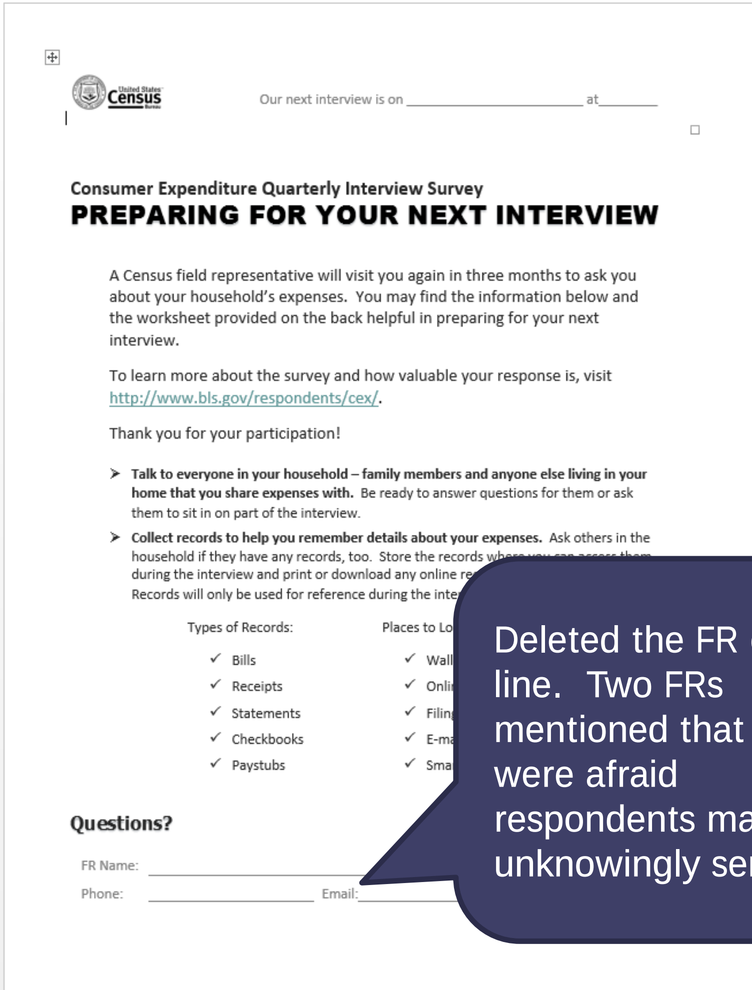
Field Representative Name: ____________________

Phone: ____________________

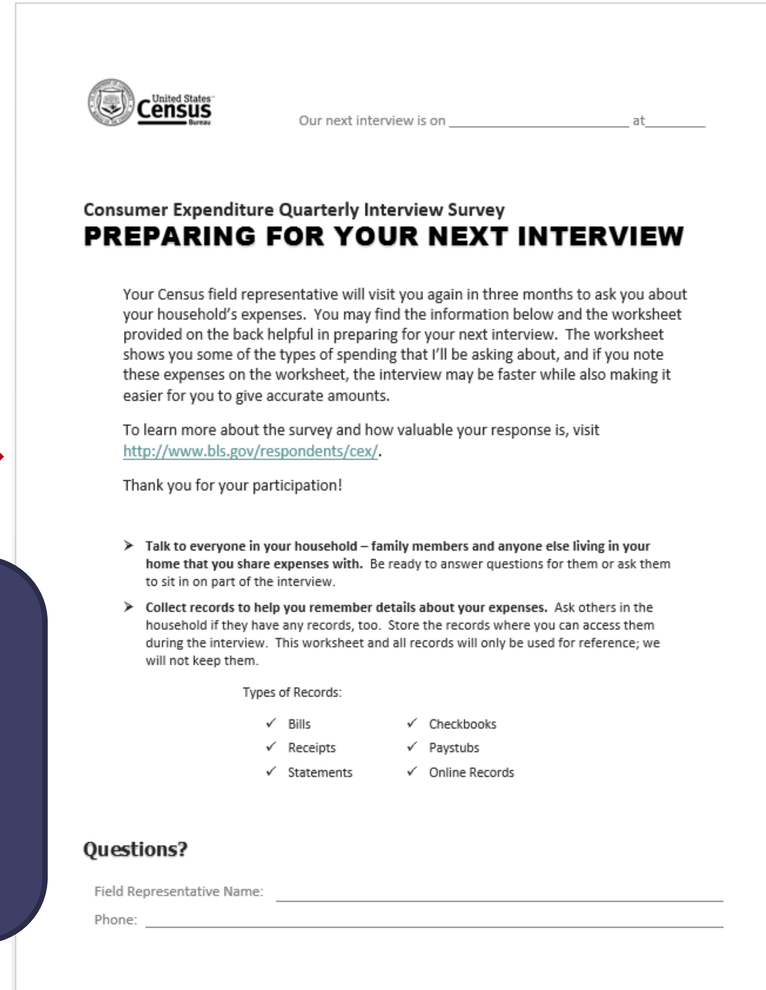
Initial

Revised

Revised Design: Front



Deleted the FR email line. Two FRs mentioned that they were afraid respondents may unknowingly send PII.



Initial

Revised

FR Feedback

Regarding the Back of the CEQ Worksheet

Expense Worksheet

Housing Expenses and Utilities	Month 1 ________	Month 2 ________	Month 3 ________
Mortgage or Rent			
Other Housing Expenses (e.g. HOA/condo fees)			
Specify:			
Specify:			
Water			
Gas or Oil			
Electricity			
Internet/Cable/TV			
Specify:			
Cell Phone			
Other Utilities (e.g. other phone, trash, recycling, sewer)			
Specify:			
Specify:			

Insurance	Frequency of payment (Specify: monthly, annually, etc.)	Amount
Health Insurance		
Homeowner's or Renter's Insurance		
Car Insurance		
Life Insurance		
Long Term Care		
Other Insurance (e.g. pet, PMI, credit card)		
Specify:		
Specify:		

Income	Total for last 12 months
Wages/salary (include tips, bonuses, and commissions before taxes	
Interest or Dividends	
Other Income (e.g. self-employment, retirement, disability, unemployment, child support, government benefits or assistance)	
Specify:	

Paycheck	
Amount of last pay before deductions	
Deductions for retirement	
Deductions for Social Security/Medicare	

Assets	Current balance
Retirement accounts (e.g. 401(k)s, IRAs, TSP)	
Stocks, bonds, or mutual funds (not in retirement)	
Checking, savings, money market, CDs	
Other financial assets (e.g. annuities, trusts, royalties)	
Specify:	
Specify:	

Liabilities	Current balance
Major credit cards (include store and gas cards)	
Student Loans	
Other liabilities (e.g. medical, personal, do NOT include mortgage, home equity or vehicle loans)	
Specify:	
Specify:	

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Appearance

- 73% of FRs said they liked the appearance

Content

- 40% of FRs said to add more categories
- 38% of FRs said that some categories should be removed

Revised Design: Back

Expense Worksheet

Housing Expenses and Utilities	Month 1	Month 2	Month 3
Mortgage or Rent			
Other Housing Expenses (e.g. HOA/condo fees)			
Specify:			
Specify:			
Water			
Gas or Oil			
Electricity			
Internet/Cable/TV			
Specify:			
Cell Phone			
Other Utilities (e.g. other phone, trash, recycling, sewer)			
Specify:			
Specify:			

Insurance	Frequency of payment (Specify: monthly, annually, etc.)	Amount
Health Insurance		
Homeowner's or Renter's Insurance		
Car Insurance		
Life Insurance		
Long Term Care		
Other Insurance (e.g. pet, PMI, credit card)		
Specify:		
Specify:		

Income	Total for last 12 months
Wages/salary (include tips, bonuses, and commissions before taxes	
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Other Income (e.g. self-employment, retirement, disability, unemployment, child support, government benefits or assistance)	
Specify:	

Paycheck	
Amount of last pay before deductions	
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Assets	Current balance
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Liabilities	Current balance
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Income, assets, and liabilities were removed from the worksheet.

Expense Worksheet

Housing Expenses and Utilities	Month 1	Month 2	Month 3
Mortgage			
Rent			
Other Housing Expenses (e.g. Homeowner's Association Fees, Condominium Fees)			
Specify:			
Specify:			
Telephone, Internet, and Cable/Satellite TV Expenses			
Specify:			
Specify:			
Electricity			
Gas or Oil			
Water and Sewerage			
Garbage and Recycling Collection			
Other Utilities (e.g. Water Softening Service, Septic Tank Cleaning)			
Specify:			
Specify:			

Insurance	Frequency of Payment (Specify: monthly, annually, etc.)	Amount
Long Term Care Insurance		
Life Insurance		
Homeowner's Insurance		
Renter's Insurance		
Vehicle Insurance		
Health Insurance		
Dental Insurance		
Vision Insurance		
Other Insurance (e.g. pet, PMI, credit card)		
Specify:		
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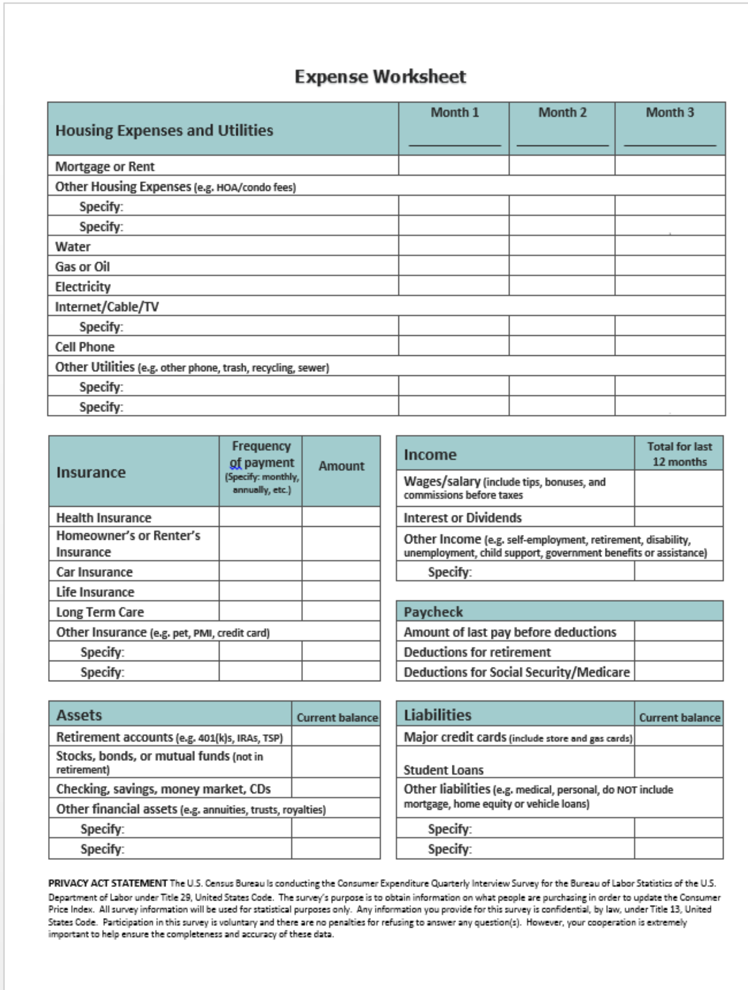
Initial

Revised

Revised Design: Back



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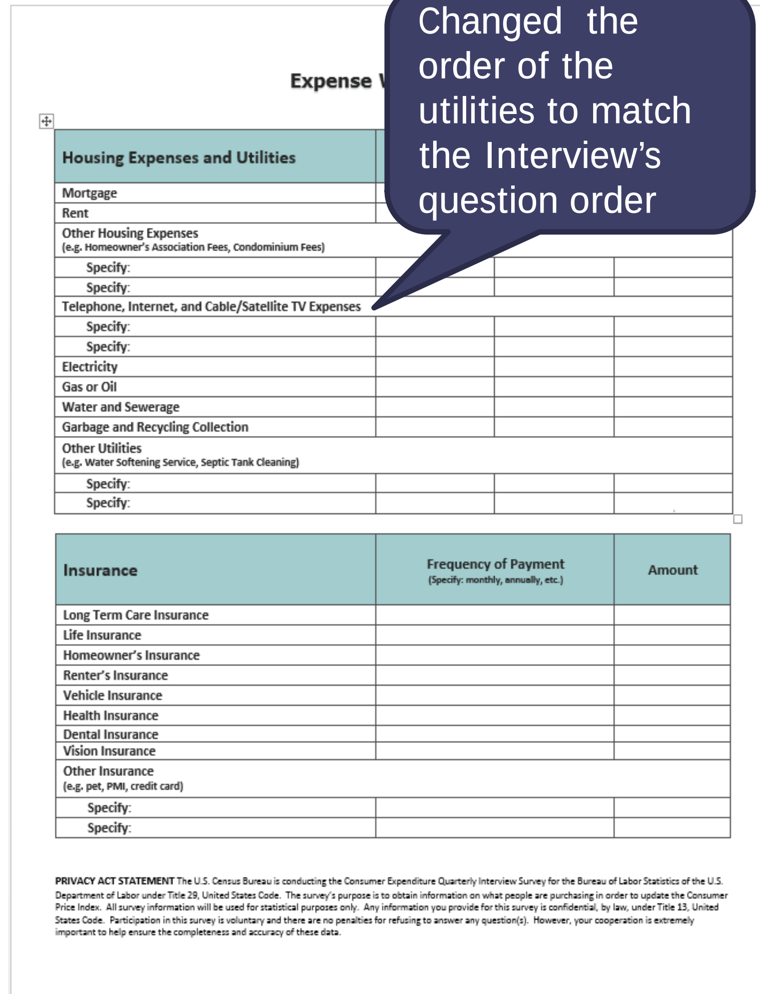

Expense W

Housing Expenses and Utilities			
Mortgage			
Rent			
Other Housing Expenses (e.g. Homeowner's Association Fees, Condominium Fees)			
Specify:			
Specify:			
Telephone, Internet, and Cable/Satellite TV Expenses			
Specify:			
Specify:			
Electricity			
Gas or Oil			
Water and Sewerage			
Garbage and Recycling Collection			
Other Utilities (e.g. Water Softening Service, Septic Tank Cleaning)			
Specify:			
Specify:			

Insurance	Frequency of Payment (Specify: monthly, annually, etc.)	Amount
Long Term Care Insurance		
Life Insurance		
Homeowner's Insurance		
Renter's Insurance		
Vehicle Insurance		
Health Insurance		
Dental Insurance		
Vision Insurance		
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Changed the order of the utilities to match the Interview's question order

Revised

Field Test

Test the feasibility and effectiveness of the CEQ Worksheet

- What is the effect of the CEQ Worksheet on response rates?
- What is the impact of the CEQ worksheet on data quality?
- What is the feedback from respondents?
- What is the impact of the addition of the CEQ worksheet on production data collection and/or processing activities?

Sample Design and Placement Period

- There will be an independent test group in the production sample with the remaining Quarterly Interview production sample as a control

- 200 cases per month (600 total) will be eligible for the Worksheet

- Placement Period: 3rd quarter of 2018 (Only households going into their 3rd interview will be eligible)

2018	July	August	September
Test group N=600	**200** eligible for CEQW	**200** eligible for CEQW	**200** eligible for CEQW
Control Group N=TBD	Remaining CEQ Production Sample	Remaining CEQ Production Sample	Remaining CEQ Production Sample

Methodology

At the end of the 3rd Interview:

- The FR will have the option to offer the respondent a Worksheet
- If a Worksheet is offered, respondent will keep over the next 3 months

At the 4th interview:

- The FRs would ask the respondents whether they used the Worksheet and if so, will have the respondent reference the Worksheet during the interview to help report their expenditures
- The FR will ask the respondent a few questions about the Worksheet

FR Feedback

Following the test, debriefing will be conducted to obtain FRs feedback about the worksheet

Next Steps

Recommend whether and/or how to implement the CEQ Worksheet in the CE redesign and/or current CE production

Contact Information

Nhien To

Economist
Division of Consumer Expenditure Surveys/
Office of Prices and Living Conditions
www.bls.gov/cex
202-691-6866
to.nhien@bls.gov