

**Oregon Teacher Standards and Practices Commission Survey
Ci3 Instrument**

CATI ON

SQN right
REVIEW CtrlR

Q:HELLO1

T:
Hello. May I please speak with _____?

1 R ON TELEPHONE
CTRL/END --> SCHEDULE CALLBACK

NOTE: USE FOLLOWING SCRIPT FOR CALLBACKS

Hello. This is ____ from the University of Oregon Survey Research Laboratory.
I am calling to finish the interview we started earlier.

1 R ON TELEPHONE
CTRL/END --> SCHEDULE CALLBACK

I:
key 1

Q:HELLO2

T:
[Hello.] The Oregon Teacher Standards and Practices Commission has asked us to conduct a 15-minute random sample survey with licensed educators in Oregon about your experiences with TSPC and your opinions on current issues confronting educators. My name is ____, calling from the University of Oregon Survey Research Laboratory. I want to assure you that I am not selling a thing, and that this survey is completely confidential and voluntary.
PROBE: Your name is automatically stripped from this survey database and it will never be linked to anything you tell me.

1 R ON TELEPHONE
CTRL/END --> SCHEDULE CALLBACK

I:
key 1

Q:HELLO3

T:
Do you have any questions about the survey before we begin?
PROBE: Your name is automatically stripped from this survey database and it will never be linked to anything you tell me.

1 NO QUESTIONS OR QUESTIONS ANSWERED, OK TO BEGIN SURVEY
R HAS QUESTIONS ---> REFER TO "ANSWERS TO COMMON QUESTIONS"

I:
key 1

Q:COOPERAT

T:
We appreciate your cooperation.[I'd like to begin the survey now.]

1 OK
CTRL/END NO --> SCHEDULE CALLBACK

I:
key 1

Q:QUALFY

T:
Is your license currently active?

1 YES, ACTIVE, OR HAS APPLIED FOR RENEWAL
2 (IF VOLUNTEERED) HAS APPLIED FOR REINSTATEMENT
3 NO, LAPSED OR INACTIVE --> SKIPTO NOQAL

7 REFUSED--> SKIPTO NOQAL
8 DON'T KNOW--> SKIPTO NOQAL
9 NO ANSWER--> SKIPTO NOQAL

I:
key 1-3, 7-9
if (ans > 2) skipto NOQAL

Q:GOODJOB1

T:
[Thank you.] I will begin by asking you a few general questions about TSPC and your contact with it. Overall, when you think about TSPC, are your feelings generally positive, generally negative, or are they neutral?

1 POSITIVE
2 NEGATIVE
3 NEUTRAL

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-3, 7-9

qal noqal

Q:TSPC_U1

T:
How well does TSPC keep you informed about licensure deadlines - [would you say] excellent, very good, good, fair, or poor?
PROBE FOR 'WHAT KIND OF DEADLINES?': For example, license renewal or advanced licensure.

1 EXCELLENT
2 VERY GOOD
3 GOOD

4 FAIR
5 POOR
6 (IF VOLUNTEERED) NEVER CONTACTED ABOUT DEADLINES
7 (IF VOLUNTEERED) OTHER --> SPECIFY

97 REFUSED
98 DON'T KNOW
99 NO ANSWER

I:
num 1 99 2 0 24 20
oth 7 15 15 24 70
if (ans > 7)
 if (ans < 97) REASK
endif

Q:TSPC_U2

T:
How well does TSPC keep you informed about changes in licensure
rules and laws?
PROBE: Would you say excellent, very good, good, fair, or poor?

1 EXCELLENT
2 VERY GOOD
3 GOOD
4 FAIR
5 POOR
6 (IF VOLUNTEERED) NEVER CONTACTED ABOUT SUCH CHANGES
7 (IF VOLUNTEERED) OTHER --> SPECIFY

97 REFUSED
98 DON'T KNOW
99 NO ANSWER

I:
num 1 99 2 0 24 20
oth 7 15 15 24 70
if (ans > 7)
 if (ans < 97) REASK
endif

Q:UPHONE

T:
Have you ever called TSPC on the telephone to make an inquiry?

1 YES
2 NO --> SKIPTO UEMAIL

7 REFUSED--> SKIPTO UEMAIL
8 DON'T KNOW--> SKIPTO UEMAIL
9 NO ANSWER--> SKIPTO UEMAIL

I:
key 1-2, 7-9
if (ans >1) skipto UEMAIL

Q:UPHONE1

T:
How many times, approximately, have you called TSPC
in the past 12 months?
PROBE: More than ten? More than fifty?
ENTER EXACT NUMBER 0-96

96 = 96 PHONE CALLS OR MORE

97 REFUSED
98 DON'T KNOW
99 NO ANSWER

I:
num 0 99 2 0 15 25

Q:UPHONE2

T:
How many minutes, on average, does a telephone call to TSPC
take you?
PROBE: Including waiting time
ENTER EXACT NUMBER 1-96

96 = 96 MINUTES OR MORE

97 REFUSED
98 DON'T KNOW
99 NO ANSWER

I:
num 1 99 2 0 15 25

Q:UPHONE3

T:
Have you ever left a voice mail message at TSPC when the
telephone lines were busy?

1 YES
2 NO-->SKIPTO UPHONE4

7 REFUSED-->SKIPTO UPHONE4
8 DON'T KNOW-->SKIPTO UPHONE4
9 NO ANSWER-->SKIPTO UPHONE4

I:
key 1-2, 7-9
if (ans >1) skipto UPHONE4

Q:UPHONE3A

T:
[When you leave a voice mail message], how often does someone
from TSPC get back to you within twenty-four hours - always,
often, sometimes, rarely, or never?

1 ALWAYS
2 OFTEN
3 SOMETIMES

4 RARELY
5 NEVER
6 (IF VOLUNTEERED) OTHER

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-9

Q:UPHONE3B

T:

In your opinion, is the amount of time it takes for someone to get back to you too long, just about right, or short?

PROBE FOR 'IT VARIES' AND 'IT DEPENDS': *Usually* is the amount of time too long, just about right, or short?

1 TOO LONG
2 JUST ABOUT RIGHT
3 SHORT

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-3, 7-9

Q:UPHONE4

T:

Have you ever spent any time on hold [when you called TSPC]?

1 YES
2 NO-->SKIPTO UPHONE5

7 REFUSED-->SKIPTO UPHONE5
8 DON'T KNOW-->SKIPTO UPHONE5
9 NO ANSWER-->SKIPTO UPHONE5

I:
key 1-2, 7-9
if (ans >1) skipto UPHONE5

Q:UPHONE4A

T:

In your opinion, is the amount of time you spend on hold too long, just about right, or short?

PROBE FOR 'IT VARIES' AND 'IT DEPENDS': *Usually* is the amount of time too long, just about right, or short?

1 TOO LONG
2 JUST ABOUT RIGHT
3 SHORT

7 REFUSED
8 DON'T KNOW

9 NO ANSWER

I:

key 1-3, 7-9

Q:UPHONE4B

T:

When you are on hold, would you prefer to listen to music, TSPC information, or nothing at all?

1 MUSIC

2 TSPC INFORMATION

3 NOTHING

4 (IF VOLUNTEERED) IT DEPENDS ON THE MUSIC

5 (IF VOLUNTEERED) SOMETHING ELSE

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

key 1-5, 7-9

Q:UPHONE5

T:

When you call TSPC [to make an inquiry], has TSPC ever needed to get back to you?

PROBE: For example, with answers to a complicated or unusual question?

1 YES

2 NO-->SKIPTO UPHONE6

7 REFUSED-->SKIPTO UPHONE6

8 DON'T KNOW-->SKIPTO UPHONE6

9 NO ANSWER-->SKIPTO UPHONE6

I:

key 1-2, 7-9

if (ans >1) skipto UPHONE6

Q:UPHONE5A

T:

How often does a TSPC representative get back to you within twenty-four hours - always, often, sometimes, rarely, or never?

PROBE: Get back to you by any method.

1 ALWAYS

2 OFTEN

3 SOMETIMES

4 RARELY

5 NEVER

6 (IF VOLUNTEERED) IT DEPENDS

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:
key 1-9

Q:UPHONE5B

T:

In your opinion, is the amount of time it takes for you to hear
back too long, just about right, or short?

PROBE FOR 'IT VARIES' AND 'IT DEPENDS': *Usually* is the amount of time too long,
just about right, or short?

1 TOO LONG
2 JUST ABOUT RIGHT
3 SHORT

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-3, 7-9

Q:UPHONE6

T:

How well do the TSPC telephone representatives understand the
reasons you called - very well, somewhat, not very well, or not at all?

PROBE FOR 'IT VARIES' AND 'IT DEPENDS': *Usually* how well do they understand?

1 VERY WELL --> SKIPTO UPHONE7
2 SOMEWHAT --> SKIPTO UPHONE7
3 NOT VERY WELL
4 NOT AT ALL

7 REFUSED--> SKIPTO UPHONE7
8 DON'T KNOW--> SKIPTO UPHONE7
9 NO ANSWER--> SKIPTO UPHONE7

I:
key 1-4, 7-9
if (ans <3) skipto UPHONE7
if (ans >4) skipto UPHONE7

Q:UPHONE6A

T:

What did the telephone representative not
understand [the last time]?

OPEN-ENDED

PLEASE TYPE EXACT RESPONSE BELOW

I:
opn 15 10 24 70

Q:UPHONE7

T:

How well informed are the TSPC telephone representatives about

policies, rules, and laws -- very informed, somewhat informed,
not very informed, or not at all informed?

PROBE FOR 'IT VARIES' AND 'IT DEPENDS': *Usually* how well informed are they?

1 VERY INFORMED
2 SOMEWHAT INFORMED
3 NOT VERY INFORMED
4 NOT AT ALL INFORMED

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-4, 7-9

Q:UPHONE8

T:
How courteous are the TSPC telephone representatives to you --
very courteous, somewhat courteous, not very courteous, or not at
all courteous?

PROBE FOR 'IT VARIES' AND 'IT DEPENDS': *Usually* how courteous are they?

1 VERY COURTEOUS
2 SOMEWHAT COURTEOUS
3 NOT VERY COURTEOUS
4 NOT AT ALL COURTEOUS

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-4, 7-9

Q:UPHONE9

T:
How clear are the TSPC telephone representatives' voices --
very clear, somewhat clear, not very clear, or not at all clear?
PROBE FOR 'IT VARIES' AND 'IT DEPENDS': *Usually* how clear are they?

1 VERY CLEAR
2 SOMEWHAT CLEAR
3 NOT VERY CLEAR
4 NOT AT ALL CLEAR

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-4, 7-9

Q:UPHONE10

T:
How clear is the meaning of the TSPC telephone representatives'

answers - very clear, somewhat clear, not very clear, or not at all clear?
PROBE FOR 'IT VARIES' AND 'IT DEPENDS': *Usually* how clear are they?

1 VERY CLEAR
2 SOMEWHAT CLEAR
3 NOT VERY CLEAR
4 NOT AT ALL CLEAR

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-4, 7-9

Q:UPHONE11

T:
Overall, would you say TSPC's telephone service is excellent,
good, fair, or poor?

1 EXCELLENT
2 GOOD
3 FAIR
4 POOR

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-4, 7-9

Q:UPHONE12

T:
Would you recommend the TSPC telephone service to others?

1 YES
2 NO

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-2, 7-9

Q:UEMAIL

T:
Have you ever contacted TSPC by (email / electronic mail by
the Internet [or World Wide Web]) to make an inquiry?
NOTE: TSPC'S EMAIL ADDRESS IS contact.tspc@state.or.us

1 YES
2 NO --> SKIPTO UVISIT
3 (IF VOLUNTEERED) DID NOT KNOW IT WAS POSSIBLE --> SKIPTO UVISIT

7 REFUSED--> SKIPTO UVISIT
8 DON'T KNOW--> SKIPTO UVISIT
9 NO ANSWER--> SKIPTO UVISIT

I:
key 1-3, 7-9
if (ans >1) skipto UVISIT

Q:UEMAIL1
T:
How did you find out about TSPC's email service?

OPEN-ENDED
PLEASE TYPE EXACT RESPONSE BELOW

I:
opn 15 10 24 70

Q:UEMAIL2
T:
How many times, approximately, have you emailed TSPC in the past
12 months?
PROBE: More than ten? More than fifty?
ENTER EXACT NUMBER 0-96

96 = 96 EMAILS OR MORE

97 REFUSED
98 DON'T KNOW
99 NO ANSWER

I:
num 0 99 2 0 15 25

Q:UEMAIL3
T:
How many minutes, on average, does it take you to write and
send an email message to TSPC?
ENTER EXACT NUMBER 1-96

96 = 96 MINUTES OR MORE

97 REFUSED
98 DON'T KNOW
99 NO ANSWER

I:
num 1 99 2 0 15 25

Q:UEMAIL4
T:
[When you send an email message] [to make an inquiry],
has TSPC ever needed to reply to you?
PROBE: For example, with answers to a question?

1 YES
2 NO-->SKIPTO UEMAIL5

7 REFUSED-->SKIPTO UEMAIL5
8 DON'T KNOW-->SKIPTO UEMAIL5
9 NO ANSWER-->SKIPTO UEMAIL5

I:
key 1-2, 7-9
if (ans >1) skipto UEMAIL5

Q:UEMAIL4A

T:
[When you send an email message] how often does a TSPC representative get back to you within twenty-four hours - always, often, sometimes, rarely, or never?

1 ALWAYS
2 OFTEN
3 SOMETIMES
4 RARELY
5 NEVER
6 (IF VOLUNTEERED) IT DEPENDS

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-9

Q:UEMAIL4B

T:
In your opinion, is the amount of time it takes for you to hear back too long, just about right, or short?
PROBE FOR 'IT VARIES' AND 'IT DEPENDS': *Usually* is the amount of time too long, just about right, or short?

1 TOO LONG
2 JUST ABOUT RIGHT
3 SHORT

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-3, 7-9

Q:UEMAIL5

T:
Have you ever experienced any technical difficulties exchanging email with TSPC?
PROBE: Difficulties on TSPC's side of the exchange.

1 YES
2 NO-->SKIPTO UEMAIL6

7 REFUSED-->SKIPTO UEMAIL6
8 DON'T KNOW-->SKIPTO UEMAIL6
9 NO ANSWER-->SKIPTO UEMAIL6

I:
key 1-2, 7-9
if (ans >1) skipto UEMAIL6

Q:UEMAIL5A
T:
What kind of problem did you have?
OPEN-ENDED

PLEASE TYPE EXACT RESPONSE BELOW

I:
opn 15 10 24 70

Q:UEMAIL6
T:
How well do (the / TSPC's) email representatives understand
the reasons you emailed - very well, somewhat, not very well, or not at all?
PROBE FOR 'IT VARIES' AND 'IT DEPENDS': *Usually* how well do they understand?

1 VERY WELL --> SKIPTO UEMAIL7
2 SOMEWHAT --> SKIPTO UEMAIL7
3 NOT VERY WELL
4 NOT AT ALL

7 REFUSED--> SKIPTO UEMAIL7
8 DON'T KNOW--> SKIPTO UEMAIL7
9 NO ANSWER--> SKIPTO UEMAIL7

I:
key 1-4, 7-9
if (ans <3) skipto UEMAIL7
if (ans >4) skipto UEMAIL7

Q:UEMAIL6A
T:
What did the representative not understand [the last time]?
OPEN-ENDED

PLEASE TYPE EXACT RESPONSE BELOW

I:
opn 15 10 24 70

Q:UEMAIL7
T:
How well informed are (the / TSPC's) email representatives
about policies, rules, and laws -- very informed, somewhat informed,

not very informed, or not at all informed?

PROBE FOR 'IT VARIES' AND 'IT DEPENDS': *Usually* how well informed are they?

1 VERY INFORMED
2 SOMEWHAT INFORMED
3 NOT VERY INFORMED
4 NOT AT ALL INFORMED

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-4, 7-9

Q:UEMAIL8

T:
How courteous are (the / TSPC's) email representatives to you --
very courteous, somewhat courteous, not very courteous,
or not at all courteous?

PROBE FOR 'IT VARIES' AND 'IT DEPENDS': *Usually* how courteous are they?

1 VERY COURTEOUS
2 SOMEWHAT COURTEOUS
3 NOT VERY COURTEOUS
4 NOT AT ALL COURTEOUS

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-4, 7-9

Q:UEMAIL9

T:
How clear is the meaning of (the / TSPC's) email representatives'
answers - very clear, somewhat clear, not very clear, or not at all clear?
PROBE FOR 'IT VARIES' AND 'IT DEPENDS': *Usually* how clear are their answers?

1 VERY CLEAR
2 SOMEWHAT CLEAR
3 NOT VERY CLEAR
4 NOT AT ALL CLEAR

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-4, 7-9

Q:UEMAIL10

T:

Overall, would you say TSPC's email service is excellent, good, fair, or poor?

1 EXCELLENT
2 GOOD
3 FAIR
4 POOR

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-4, 7-9

Q:UEMAIL11

T:
Would you recommend the TSPC email service to others?

1 YES
2 NO

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-2, 7-9

Q:UVISIT

T:
Have you ever visited the TSPC office in person to make an inquiry?
NOTE: DROPPING OFF MATERIALS WITHOUT FACE-TO-FACE CONTACT DOES NOT COUNT.

1 YES
2 NO --> SKIPTO ULETT

7 REFUSED--> SKIPTO ULETT
8 DON'T KNOW--> SKIPTO ULETT
9 NO ANSWER--> SKIPTO ULETT

I:
key 1-2, 7-9
if (ans >1) skipto ULETT

Q:UVISIT1

T:
How many times, approximately, have you visited TSPC in the past 12 months?
PROBE: More than ten? More than fifty?
ENTER EXACT NUMBER 0-96

96 = 96 VISITS OR MORE

97 REFUSED
98 DON'T KNOW
99 NO ANSWER

I:
num 0 99 2 0 15 25

Q:UVISIT2

T:
How many minutes, on average, does an in-person visit take you at the TSPC office?

PROBE: Do not include transportation time.

PROBE: Including waiting time.

ENTER EXACT NUMBER 1-96

96 = 96 MINUTES OR MORE

97 REFUSED
98 DON'T KNOW
99 NO ANSWER

I:
num 1 99 2 0 15 25

Q:UVISIT3

T:
Have you ever spent any time waiting for assistance [when you visited TSPC]?

1 YES
2 NO-->SKIPTO UVISIT4

7 REFUSED-->SKIPTO UVISIT4
8 DON'T KNOW-->SKIPTO UVISIT4
9 NO ANSWER-->SKIPTO UVISIT4

I:
key 1-2, 7-9
if (ans >1) skipto UVISIT4

Q:UVISIT3A

T:
In your opinion, is the amount of time you waited too long, just about right, or short?
PROBE FOR 'IT VARIES' AND 'IT DEPENDS': *Usually* is the amount of time too long, just about right, or short?

1 TOO LONG
2 JUST ABOUT RIGHT
3 SHORT

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:

key 1-3, 7-9

Q:UVISIT4

T:

[As a result of a visit you made to TSPC],
has TSPC ever needed to get back in touch with you?

PROBE: For example, with answers to a complicated or unusual question?

1 YES

2 NO-->SKIPTO UVISIT5

7 REFUSED-->SKIPTO UVISIT5

8 DON'T KNOW-->SKIPTO UVISIT5

9 NO ANSWER-->SKIPTO UVISIT5

I:

key 1-2, 7-9

if (ans >1) skipto UVISIT5

Q:UVISIT4A

T:

How often does a TSPC representative get back to you within
twenty-four hours - always, often, sometimes, rarely, or never?

1 ALWAYS

2 OFTEN

3 SOMETIMES

4 RARELY

5 NEVER

6 (IF VOLUNTEERED) IT DEPENDS

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

key 1-9

Q:UVISIT4B

T:

In your opinion, is the amount of time it takes for someone
to get back to you too long, just about right, or short?

PROBE FOR 'IT VARIES' AND 'IT DEPENDS':*Usually* is the amount of time too long,
just about right, or short?

1 TOO LONG

2 JUST ABOUT RIGHT

3 SHORT

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

key 1-3, 7-9

Q:UVISIT5

T:

How well do the TSPC front desk representatives understand the reasons you visited - very well, somewhat, not very well, or not at all?

PROBE FOR 'IT VARIES' AND 'IT DEPENDS': *Usually* how well do they understand?

1 VERY WELL --> SKIPTO UVISIT6

2 SOMEWHAT --> SKIPTO UVISIT6

3 NOT VERY WELL

4 NOT AT ALL

7 REFUSED--> SKIPTO UVISIT6

8 DON'T KNOW--> SKIPTO UVISIT6

9 NO ANSWER--> SKIPTO UVISIT6

I:

key 1-4, 7-9

if (ans <3) skipto UVISIT6

if (ans >4) skipto UVISIT6

Q:UVISIT5A

T:

What did the representative not understand [the last time]?

OPEN-ENDED

PLEASE TYPE EXACT RESPONSE BELOW

I:

opn 15 10 24 70

Q:UVISIT6

T:

How well informed are the TSPC front desk representatives about policies, rules, and laws -- very informed, somewhat informed, not very informed, or not at all informed?

PROBE FOR 'IT VARIES' AND 'IT DEPENDS': *Usually* how well informed are they?

1 VERY INFORMED

2 SOMEWHAT INFORMED

3 NOT VERY INFORMED

4 NOT AT ALL INFORMED

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

key 1-4, 7-9

Q:UVISIT7

T:

How courteous are the TSPC front desk representatives to you --
very courteous, somewhat courteous, not very courteous,
or not at all courteous?

PROBE FOR 'IT VARIES' AND 'IT DEPENDS': *Usually* how courteous are they?

1 VERY COURTEOUS
2 SOMEWHAT COURTEOUS
3 NOT VERY COURTEOUS
4 NOT AT ALL COURTEOUS

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-4, 7-9

Q:UVISIT8

T:

How clear is the meaning of the TSPC front desk representatives'
answers - very clear, somewhat clear, not very clear, or not at all clear?

PROBE FOR 'IT VARIES' AND 'IT DEPENDS': *Usually* how clear are they?

1 VERY CLEAR
2 SOMEWHAT CLEAR
3 NOT VERY CLEAR
4 NOT AT ALL CLEAR

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-4, 7-9

Q:UVISIT9

T:

Overall, would you say TSPC's front desk service is excellent,
good, fair, or poor?

1 EXCELLENT
2 GOOD
3 FAIR
4 POOR

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-4, 7-9

Q:UVISIT10

T:

Would you recommend the TSPC front desk service to others?

1 YES
2 NO

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-2, 7-9

Q:ULETT

T:

Have you ever mailed a letter [through the U.S. Postal Service]
to the TSPC office in order to make an inquiry?

NOTE: MAILING BACK ROUTINE LICENSING MATERIALS DOES NOT COUNT.

1 YES
2 NO --> SKIPTO UTSPC1

7 REFUSED--> SKIPTO UTSPC1
8 DON'T KNOW--> SKIPTO UTSPC1
9 NO ANSWER--> SKIPTO UTSPC1

I:
key 1-2, 7-9
if (ans >1) skipto UTSPC1

Q:ULETT1

T:

How many times, approximately, have you mailed a letter to TSPC
in the past year [to make an inquiry]?

PROBE: More than ten? More than fifty?

ENTER EXACT NUMBER 0-96

96 = 96 LETTERS OR MORE

97 REFUSED
98 DON'T KNOW
99 NO ANSWER

I:
num 0 99 2 0 15 25

Q:ULETT2

T:

How many minutes, on average, does it take you to write and
mail a letter to TSPC?

NOTE: DO NOT INCLUDE TRANSPORTATION TIME TO POST OFFICE

ENTER EXACT NUMBER 1-96

96 = 96 MINUTES OR MORE

97 REFUSED
98 DON'T KNOW
99 NO ANSWER

I:
num 1 99 2 0 15 25

Q:ULETT3

T:

In your opinion, is the amount of time it takes for you to hear
back too long, just about right, or short?

PROBE FOR 'IT VARIES' AND 'IT DEPENDS': *Usually* is the amount of time too long,
just about right, or short?

1 TOO LONG
2 JUST ABOUT RIGHT
3 SHORT

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-3, 7-9

Q:ULETT4

T:

When you hear back from TSPC, how well do the TSPC representatives
understand your letter[s] -- very well, somewhat, not very well,
or not at all?

PROBE FOR 'IT VARIES' AND 'IT DEPENDS': *Usually* how well do they?

1 VERY WELL --> SKIPTO ULETT5
2 SOMEWHAT --> SKIPTO ULETT5
3 NOT VERY WELL
4 NOT AT ALL

7 REFUSED--> SKIPTO ULETT5
8 DON'T KNOW--> SKIPTO ULETT5
9 NO ANSWER--> SKIPTO ULETT5

I:
key 1-4, 7-9
if (ans <3) skipto ULETT5
if (ans >4) skipto ULETT5

Q:ULETT4A

T:

What did the representative not understand [the last time]?

OPEN-ENDED

PLEASE TYPE EXACT RESPONSE BELOW

I:
opn 15 10 24 70

Q:ULETT5

T:

From the replies you receive, how well informed would you say the TSPC representatives are about policies, rules, and laws -- very informed, somewhat informed, not very informed, or not at all informed?
PROBE FOR 'IT VARIES' AND 'IT DEPENDS': *Usually* how well informed are they?

1 VERY INFORMED
2 SOMEWHAT INFORMED
3 NOT VERY INFORMED
4 NOT AT ALL INFORMED

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:

key 1-4, 7-9

Q:ULETT6

T:

From the replies you receive, how courteous would you say the TSPC representatives are to you -- very courteous, somewhat courteous, not very courteous, or not at all courteous?
PROBE FOR 'IT VARIES' AND 'IT DEPENDS': *Usually* how courteous are they?

1 VERY COURTEOUS
2 SOMEWHAT COURTEOUS
3 NOT VERY COURTEOUS
4 NOT AT ALL COURTEOUS

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:

key 1-4, 7-9

Q:ULETT7

T:

How clear is the meaning of the TSPC representatives' replies -- very clear, somewhat clear, not very clear, or not at all clear?
PROBE FOR 'IT VARIES' AND 'IT DEPENDS': *Usually* how clear are they?

1 VERY CLEAR
2 SOMEWHAT CLEAR
3 NOT VERY CLEAR
4 NOT AT ALL CLEAR

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:

key 1-4, 7-9

Q:ULETT8

T:

Overall, would you say TSPC's letter services are excellent, good, fair, or poor?

1 EXCELLENT

2 GOOD

3 FAIR

4 POOR

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

key 1-4, 7-9

Q:ULETT9

T:

Would you recommend TSPC's letter services to others?

1 YES

2 NO

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

key 1-2, 7-9

Q:UTSPC1

T:

How do you usually contact TSPC these days when you have a question or need information - by mail, telephone, email, or in person [at the drop-in counter in the Salem office]?

PROBE: By "these days" I mean within the past 12 months.

PROBE FOR 'IT VARIES': Which method did you use the last time?

PROBE FOR 'A COMBINATION': Which *one* method do you usually use first to initiate contact?

PROBE FOR USE WHEN R ANSWERS NO TO UPHONE, AND UEMAIL, AND UVISIT AND

ULETT:

TSPC provided us with your phone number as a result of some contact you had with them. Do you recall how they might have obtained your number?

1 MAIL

2 TELEPHONE

3 EMAIL

4 IN PERSON

5 (IF VOLUNTEERED) OTHER -> SPECIFY

6 (IF VOLUNTEERED) HAVE NOT CONTACTED IN OVER A YEAR

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

key 1-9

oth 5 20 5 24 65

Q:UTSPC2

T:

Have you changed how frequently you contact TSPC over the past few years?

1 YES

2 NO --> SKIPTO ULAST1

7 REFUSED--> SKIPTO ULAST1

8 DON'T KNOW--> SKIPTO ULAST1

9 NO ANSWER--> SKIPTO ULAST1

I:

key 1-2, 7-9

if (ans >1) skipto ULAST1

Q:UTSPC3

T:

Have you increased or decreased your contact with TSPC over the past few years?

1 INCREASED

2 DECREASED --> SKIPTO UTSPC5

7 REFUSED--> SKIPTO ULAST1

8 DON'T KNOW--> SKIPTO ULAST1

9 NO ANSWER--> SKIPTO ULAST1

I:

key 1-2, 7-9

if (ans =2) skipto UTSPC5

if (ans >2) skipto ULAST1

Q:UTSPC4

T:

Why [have you increased how often you contact TSPC]?

OPEN-ENDED --> SKIPTO ULAST1

PLEASE TYPE EXACT RESPONSE BELOW

I:

opn 15 10 24 70

skipto ULAST1

Q: UTSPC5

T:

Why [have you decreased how often you contact TSPC]?

OPEN-ENDED

PLEASE TYPE EXACT RESPONSE BELOW

I:

opn 15 10 24 70

Q:ULAST1

T:

How many months ago did you *last* contact TSPC with a question or need information?

PROBE: Please do not count routine license applications and renewals.
ENTER EXACT NUMBER OF MONTHS, 0-48.

0 = ZERO

1 = 1 MONTH OR LESS

48 = 48 MONTHS OR MORE (4 YEARS OR MORE)

97 REFUSED

98 DON'T KNOW

99 NO ANSWER

I:

num 0 99 2 0 15 25

if (ans >48)

if (ans <97) reask

endif

Q:ULAST2

T:

What was the subject of that [most recent] inquiry?

PROBE: What did you have a question or need information about?

PROBE FROM LIST

1 LICENSE RENEWAL

2 DISCIPLINE

3 NEW LICENSE

4 LICENSE REINSTATEMENT (EXPIRED LICENSE)

5 (IF VOLUNTEERED) OTHER --> SPECIFY

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

key 1-5, 7-9

oth 5 20 5 24 65

Q:TSPCSUM1

T:

Thinking about your interactions with TSPC overall,
have you been very satisfied, somewhat satisfied, not very satisfied,
or not at all satisfied?

1 VERY SATISFIED

2 SOMEWHAT SATISFIED

3 NOT VERY SATISFIED

4 NOT AT ALL SATISFIED

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-4, 7-9

Q:TRUST

T:

Overall, how often can you trust TSPC to do what is right -
never, rarely, sometimes, most of the time, or always?

PROBE FOR "WHAT DO YOU MEAN BY 'RIGHT?'": Whatever it means to you.

1 NEVER
2 RARELY
3 SOMETIMES
4 MOST OF THE TIME
5 ALWAYS

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-5, 7-9

Q:TSPCSUM2

T:

In your experience, what is the one best thing about TSPC?

OPEN-ENDED, TYPE EXACT RESPONSE BELOW

PLEASE TYPE EXACT RESPONSE BELOW

I:
opn 15 10 24 70

Q:TSPCSUM3

T:

If there was one thing you could change or improve [about TSPC],
what would it be?

PROBE IF R UNCERTAIN: What would make (it/TSPC) better?

OPEN-ENDED, TYPE EXACT RESPONSE BELOW

PLEASE TYPE EXACT RESPONSE BELOW

I:
opn 15 10 24 70

Q:LIC1

T:

Now I need to ask some questions about your educators license.

For how many years have you been a licensed educator in Oregon?

NOTE: 0 = LESS THAN 1 YEAR

ENTER EXACT YEARS 0-96

97 REFUSED
98 DON'T KNOW
99 NO ANSWER

I:
num 0 99 2 0 15 25

Q:LIC2
T:
What type of license do you have now - Basic, Standard, Initial,
or Continuing?
NOTE: MANY Rs WILL NOT KNOW.
NOTE: CODE TRANSITIONAL LICENSE AS INITIAL

1 BASIC
2 STANDARD
3 INITIAL
4 CONTINUING

7 REFUSED
8 DON'T KNOW
9 NO ANSWER
I:
key 1-4, 7-9

Q:LIC3
T:
I need to know what age levels you are currently licensed
to serve. Are you licensed to serve early childhood?
PROBE: Does your credential enable you to serve early childhood?

1 YES
2 NO

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-2, 7-9

Q:LIC4
T:
(What about / Are you currently licensed to serve) elementary?
PROBE: Does your credential enable you to serve elementary?

1 YES
2 NO

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-2, 7-9

Q:LIC5

T:

(What about / Are you currently licensed to serve) middle school?

PROBE: Does your credential enable you to serve middle school?

1 YES

2 NO

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

key 1-2, 7-9

Q:LIC6

T:

(What about / Are you currently licensed to serve) high school?

PROBE: Does your credential enable you to serve high school?

1 YES

2 NO

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

key 1-2, 7-9

Q:LIC7

T:

Do you have any endorsements?

PROBE: ... such as math or language arts.

1 YES

2 NO ---> SKIPTO LIC8

7 REFUSED---> SKIPTO LIC8

8 DON'T KNOW---> SKIPTO LIC8

9 NO ANSWER---> SKIPTO LIC8

I:

key 1-2, 7-9

if (ans >1) skipto LIC8

Q:LIC7A

T:

How many endorsements do you have?

ENTER EXACT NUMBER 1-6, 6= SIX OR MORE

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

key 1-9

Q:LIC8

T:

Has your Oregon license ever expired or lapsed for any reason?

NOTE: THIS QUESTION IS NOT ABOUT A LICENSE BEING REVOKED OR SUSPENDED.

1 YES

2 NO

3 (IF VOLUNTEERED) SUSPENDED

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

key 1-3, 7-9

Q:LIC9

T:

Thinking back to the time you first applied for an Oregon license, do you remember how many days it took for you to hear back from TSPC?

1 YES

2 NO ---> SKIPTO LIC10

7 REFUSED---> SKIPTO LIC10

8 DON'T KNOW---> SKIPTO LIC10

9 NO ANSWER---> SKIPTO LIC10

I:

key 1-2, 7-9

if (ans >1) skipto LIC10

Q:LIC9A

T:

How many days did it take [for you to hear back]?

ENTER EXACT NUMBER 1-60,

60 = SIXTY OR MORE

97 REFUSED

98 DON'T KNOW

99 NO ANSWER

I:

num 1 99 2 0 15 25

If (ANS > 60)

 If (ANS < 97) reask

Endif

Q:LIC10

T:

In your opinion, overall, how much do you believe licensure requirements contribute to Oregon's schools having quality

educators - a lot, some, a little, or not at all?

1 A LOT
2 SOME
3 A LITTLE
4 NOT AT ALL

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-4, 7-9
if (LIC2 <>3) skipto EMPLOY1

Q:CHANGE1

T:

Now I need to ask you a few questions about the recent changes in licensure requirements [that occurred in January 1999]. How easy or difficult has it been for you to understand the materials TSPC sends you about the licensure requirements -- [has it been] very easy, somewhat easy, somewhat difficult, or very difficult?

1 VERY EASY
2 SOMEWHAT EASY
3 SOMEWHAT DIFFICULT
4 VERY DIFFICULT

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-4, 7-9

Q:CHANGE2

T:

How easy or difficult has it been for you to understand the new licensure structure?
PROBE: [Has it been] very easy, somewhat easy, somewhat difficult, or very difficult?

1 VERY EASY
2 SOMEWHAT EASY
3 SOMEWHAT DIFFICULT
4 VERY DIFFICULT

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-4, 7-9

Q:CHANGE3

T:

(What about / How easy or difficult has it been for you to understand) the new licensure timelines?
PROBE: [Has it been] very easy, somewhat easy, somewhat difficult, or very difficult?

1 VERY EASY
2 SOMEWHAT EASY
3 SOMEWHAT DIFFICULT
4 VERY DIFFICULT

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-4, 7-9

Q:CHANGE4

T:
Are you aware that educators holding an Initial License need a Continuing License within six years of the date their Initial License was awarded?

1 YES
2 NO

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-2, 7-9

Q:CHANGE5

T:
How well do you understand the requirements for a Continuing License - very well, somewhat, not very well, or not at all?

1 VERY WELL --> SKIPTO CHANGE6
2 SOMEWHAT --> SKIPTO CHANGE6
3 NOT VERY WELL
4 NOT AT ALL

7 REFUSED--> SKIPTO CHANGE6
8 DON'T KNOW--> SKIPTO CHANGE6
9 NO ANSWER--> SKIPTO CHANGE6

I:
key 1-4, 7-9
if (ans <3) skipto CHANGE6
if (ans >4) skipto CHANGE6

Q:CHANGE5A

T:
What do you have the most trouble understanding?

OPEN-ENDED

PLEASE TYPE EXACT RESPONSE BELOW

I:

opn 15 10 24 70

Q:CHANGE5B

T:

Where do you get the most useful information about the new requirements for a Continuing License?

OPEN-ENDED

PLEASE TYPE EXACT RESPONSE BELOW

I:

opn 15 10 24 70

Q:CHANGE6

T:

Are you currently enrolled in a Continuing Licensure program?

1 YES

2 NO --> SKIPTO EMPLOY1

7 REFUSED--> SKIPTO EMPLOY1

8 DON'T KNOW--> SKIPTO EMPLOY1

9 NO ANSWER--> SKIPTO EMPLOY1

I:

key 1-2, 7-9

if (ans >1) skipto EMPLOY1

Q:CHANGE6A

T:

Are you enrolled in a public or private Continuing Licensure program?

1 PUBLIC

2 PRIVATE

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

key 1-2, 7-9

Q:EMPLOY1

T:

Are you currently working, for pay, either full time or part time?

PROBE: Is that full-time or part-time?

IF NO, PROBE: Are you retired, looking for work, keeping house, volunteering, or something else?

- 1 EMPLOYED FULL TIME, OR SICK/ON VACATION FROM REGULAR JOB
- 2 EMPLOYED PART TIME, OR SICK/ON VACATION FROM REGULAR JOB
- 3 ON LEAVE FROM REGULAR JOB, EXPECT TO RETURN
- 4 RETIRED ---> SKIPTO WWWJOB
- 5 LOOKING FOR WORK / UNEMPLOYED ----> SKIPTO WWWJOB
- 6 KEEPING HOUSE ---> SKIPTO WWWJOB
- 7 STUDENT TAKING CLASSES, GOING TO SCHOOL,
ON BREAK FROM SCHOOL ---> SKIPTO WWWJOB
- 8 DISABLED /UNABLE TO WORK ---> SKIPTO WWWJOB
- 9 VOLUNTEER WORK ONLY ---> SKIPTO WWWJOB
- 10 OTHER, DOING NOTHING,HANGING OUT AND NOT
LOOKING FOR WORK ---> SKIPTO WWWJOB

- 97 REFUSED---> SKIPTO WWWJOB
- 98 DON'T KNOW---> SKIPTO WWWJOB
- 99 NO ANSWER---> SKIPTO WWWJOB

I:
num 1 99 2 0 24 20
if (ans > 10)
 if (ans < 97) REASK
endif
if (ans >3) skipto WWWJOB

Q:EMPLOY2

T:

Do you work for a school or a school district?

PROBE: Does your paycheck come from a school or a school district?

- 1 YES
- 2 NO ---> SKIPTO EMPLOY7

- 7 REFUSED---> SKIPTO EMPLOY7
- 8 DON'T KNOW---> SKIPTO EMPLOY7
- 9 NO ANSWER---> SKIPTO EMPLOY7

I:
key 1-2, 7-9
if (ans >1) skipto EMPLOY7

Q:EMPLOY3

T:

What level students do you serve [currently] - [early childhood,
elementary, middle school, high school, or something else]?

- 1 EARLY CHILDHOOD
- 2 ELEMENTARY
- 3 MIDDLE SCHOOL
- 4 HIGH SCHOOL
- 5 SOMETHING ELSE: SCHOOL DISTRICT
- 6 SOMETHING ELSE --> PLEASE SPECIFY

- 7 REFUSED
- 8 DON'T KNOW
- 9 NO ANSWER

I:

key 1-9
oth 6 20 5 24 65

Q:EMPLOY4

T:

Is (it/the school) public or private?

1 PUBLIC

2 PRIVATE --> SKIPTO EMPLOY6

7 REFUSED-->SKIPTO EMPLOY6

8 DON'T KNOW--> SKIPTO EMPLOY6

9 NO ANSWER--> SKIPTO EMPLOY6

I:

key 1-2, 7-9

if (ans >1) skipto EMPLOY6

Q:EMPLOY5

T:

Are you currently working in a charter or magnet school?

1 YES

2 NO

7 REFUSED

8 DON'T KNOW

9 NO ANSWER

I:

key 1-2, 7-9

Q:EMPLOY6

T:

Are you a teacher, school psychologist, counselor,

speech pathologist, special education teacher, or something else?

PROBE FOR 'ADMINISTRATOR': Are you a school principal or superintendent?

1 TEACHER

2 SCHOOL PSYCHOLOGIST

3 COUNSELOR

4 SPEECH PATHOLOGIST

5 SPECIAL EDUCATION TEACHER

6 ADMINISTRATOR: PRINCIPAL

7 ADMINISTRATOR: SUPERINTENDENT

8 ADMINISTRATOR: OTHER

9 SOMETHING ELSE

97 REFUSED

98 DON'T KNOW

99 NO ANSWER

I:

num 1 99 2 0 24 20

if (ans > 9)

if (ans < 97) reask

endif

Q:EMPLOY7

T:

How many years have you worked for your current employer?

ENTER EXACT YEARS 0-96

NOTE: 0 = LESS THAN 1 YEAR

97 REFUSED

98 DON'T KNOW

99 NO ANSWER

I:

num 0 99 2 0 24 20

Q:WWWJOB

T:

Can you connect to the Internet [or World Wide Web] from home, school, a job, or volunteer work?

1 YES

2 NO --> SKIPTO COUNTY

3 (IF VOLUNTEERED) YES, BUT NEVER HAVE USED IT --> SKIPTO COUNTY

7 REFUSED--> SKIPTO COUNTY

8 DON'T KNOW--> SKIPTO COUNTY

9 NO ANSWER--> SKIPTO COUNTY

I:

key 1-3, 7-9

if (ans >1) skipto COUNTY

Q:WWWTSPC

T:

Have you ever visited TSPC's World Wide Web site?

PROBE: The URL for the website is: www.tspc.state.or.us

1 YES

2 NO --> SKIPTO COUNTY

7 REFUSED--> SKIPTO COUNTY

8 DON'T KNOW--> SKIPTO COUNTY

9 NO ANSWER--> SKIPTO COUNTY

I:

key 1-2, 7-9

if (ans >1) skipto COUNTY

Q:WWWUSE1

T:

How many times have you visited it?

PROBE FROM ANSWER CATEGORIES

1 ONCE

2 TWICE

3 THREE-TO FIVE TIMES
4 SIX TO NINE TIMES
5 TEN OR MORE TIMES

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-5, 7-9

Q:WWWUSE2

T:
Were you just browsing or were you looking for something in particular?

1 BROWSING --> SKIPTO WWWUSE3
2 LOOKING FOR SOMETHING

7 REFUSED--> SKIPTO WWWUSE3
8 DON'T KNOW--> SKIPTO WWWUSE3
9 NO ANSWER--> SKIPTO WWWUSE3

I:
key 1-2, 7-9
if (ans <2) skipto WWWUSE3
if (ans >2) skipto WWWUSE3

Q:WWWUSE2A

T:
What were you looking for?
OPEN-ENDED

PLEASE TYPE EXACT RESPONSE BELOW

I:
opn 15 10 24 70

Q:WWWUSE2B

T:
Did you find what you needed?

1 YES
2 NO

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-2, 7-9

Q:WWWUSE3

T:
How would you rate the accuracy of the information you found
(there / at TSPC's website) - [would you say] excellent, good, fair, or poor?

1 EXCELLENT
2 GOOD
3 FAIR
4 POOR

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-4, 7-9

Q:WWWUSE4

T:
(What about / How would you rate) the completeness of the
information you found (there / at TSPC's website)?
PROBE: [Would you say] excellent, good, fair, or poor?

1 EXCELLENT
2 GOOD
3 FAIR
4 POOR

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-4, 7-9

Q:WWWUSE5

T:
How easy or difficult did you find TSPC's website to use
-- very easy, somewhat easy, somewhat difficult, or very difficult?

1 VERY EASY --> SKIPTO COUNTY
2 SOMEWHAT EASY --> SKIPTO COUNTY
3 SOMEWHAT DIFFICULT
4 VERY DIFFICULT

7 REFUSED--> SKIPTO COUNTY
8 DON'T KNOW--> SKIPTO COUNTY
9 NO ANSWER--> SKIPTO COUNTY

I:
key 1-4, 7-9
if (ans <3) skipto COUNTY
if (ans >4) skipto COUNTY

Q:WWWUSE5A

T:
What on the TSPC website was difficult for you?
OPEN-ENDED

PLEASE TYPE EXACT RESPONSE BELOW

I:

opn 15 10 24 70

Q:COUNTY

T:

[Thank you.] I need to end the survey by asking some questions about you. First, what county do you live in?

1 BAKER 13 HARNEY 25 MORROW
2 BENTON 14 HOOD RIVER 26 MULTNOMAH
3 CLACKAMAS 15 JACKSON 27 POLK
4 CLATSOP 16 JEFFERSON 28 SHERMAN
5 COLUMBIA 17 JOSEPHINE 29 TILLAMOOK
6 COOS 18 KLAMATH 30 UMATILLA
7 CROOK 19 LAKE 31 UNION
8 CURRY 20 LANE 32 WALLOWA
9 DESCHUTES 21 LINCOLN 33 WASCO
10 DOUGLAS 22 LINN 34 WASHINGTON
11 GILLIAM 23 MALHEUR 35 WHEELER
12 GRANT 24 MARION 36 YAMHILL
96 OUTSIDE OREGON
97 REFUSED 98 DON'T KNOW 99 NO ANSWER

I:

num 1 99 2 0 24 25

if (ans > 36)

 if (ans < 96) REASK

ENDIF

Q:URB_RUR

T:

Do you live in an urban, suburban, or rural area?

PROBE FOR RURAL: Do you live on a farm or ranch?

1 URBAN
2 SUBURBAN
3 RURAL
4 FARM/RANCH

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:

key 1-4, 7-9

Q: AGE

T:

How old are you?

OPEN-ENDED, ENTER EXACT AGE 18-96

96 --> 96 OR OLDER

97 REFUSED
98 DON'T KNOW
99 NO ANSWER

I:
num 18 99 2 0 15 30

Q:SEX
T:
(This may sound silly but) are you male or female?
1 MALE
2 FEMALE

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-2, 7-9

Q:RACE
T:
What is your race?
PROBE FROM LIST: Are you ...

1 WHITE/CAUCASIAN
2 BLACK/AFRICAN AMERICAN
3 ASIAN AMERICAN/PACIFIC ISLANDER
4 LATINO, HISPANIC
5 AMERICAN INDIAN/NATIVE AMERICAN
6 ESKIMO, ALEUT, ALASKAN NATIVE
7 MIXED RACE, BIRACIAL
8 MIDDLE EASTERN
9 OTHER

97 REFUSED
98 DON'T KNOW
99 NO ANSWER

I:
num 1 99 2 0 24 20
if (ans > 9)
 if (ans < 97) REASK
ENDIF

Q:CITIZEN
T:
Are you a United States citizen?

1 YES
2 NO
3 (IF VOLUNTEERED) PERMANENT RESIDENT (HAS A GREEN CARD)

7 REFUSED

8 DON'T KNOW
9 NO ANSWER

I:
key 1-3, 7-9

Q:DISABLE

T:
Do you have any type of lasting physical, mental, or emotional disability?

1 YES
2 NO

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-2, 7-9

Q:EDUC

T:
What is the highest level of education you have completed?
PROBE FROM LIST

1 0-8 YEARS, NO GED
2 8-12 YEARS, NO HIGH SCHOOL DIPLOMA OR GED
3 HIGH SCHOOL DIPLOMA OR GED
4 SOME COLLEGE, NO DEGREE
5 ASSOCIATE'S DEGREE (AA, AS)
6 BACHELORS DEGREE (BA, BS, AB)
7 MASTERS DEGREE (MA, MS, MBA)
8 DOCTORATE OR PROFESSIONAL DEGREE (PHD, JD, EDD, MD, DDS)
9 OTHER

97 REFUSED
98 DON'T KNOW
99 NO ANSWER

I:
num 1 99 2 0 24 20
if (ans > 9)
 if (ans < 97) REASK
ENDIF

Q:COMSKILL

T:
Do you know how to use a computer to create or edit documents or graphics, or to analyze data?

1 YES
2 (IF VOLUNTEERED) YES, A LITTLE
3 NO

7 REFUSED

8 DON'T KNOW
9 NO ANSWER

I:
key 1-3, 7-9

Q:ENDING1

T:
Finally, I would like to ask you three questions about this survey.
In your opinion, how important is it for TSPC to use surveys to get details
on licensed educators' needs and their opinions about TSPC services -
[is it] very important, somewhat important, or not important?

1 VERY IMPORTANT
2 SOMEWHAT IMPORTANT
3 NOT IMPORTANT

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-3, 7-9

Q:ENDING2

T:
How much do you believe this survey will *actually* affect TSPC's
services -- a lot, some, a little, or not at all?

1 A LOT
2 SOME
3 A LITTLE
4 NOT AT ALL

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-4, 7-9

Q:ENDING3

T:
Overall, do you believe that participating in telephone surveys,
like the one you just completed, is very important, somewhat important,
or not important?

1 VERY IMPORTANT
2 SOMEWHAT IMPORTANT
3 NOT IMPORTANT

7 REFUSED
8 DON'T KNOW
9 NO ANSWER

I:
key 1-3, 7-9

Q:ENDING4

T:
That is the end of the survey. Is there anything you would like to add?

OPEN-ENDED

PLEASE TYPE EXACT RESPONSE BELOW

I:
opn 10 10 24 70

Q:ENDING5

T:
Thank-you. On behalf of the Oregon Teacher Standards and Practices Commission, I'd like to thank you sincerely for your time and opinions on these questions.

1 Good-bye.

I:
Key 1

Q:INTID

T:
PLEASE ENTER YOUR INTERVIEWER ID#

MANY THANKS!

I:
num 1 800 3 0 20 10

Q:INTOBS1

T:
INTERVIEWER, WAS R VERY COOPERATIVE, SOMEWHAT COOPERATIVE, OR UNCOOPERATIVE?

1 VERY COOPERATIVE
2 SOMEWHAT COOPERATIVE
3 UNCOOPERATIVE

I:
key 1-3

Q:INTOBS2

T:
INTERVIEWER OBSERVATIONS

INTERVIEWER: PLEASE RECORD ANY COMMENT RELEVANT TO THE SURVEY PURPOSES HERE.

I:
opn 10 10 24 70
CPL

DISPOS = 26
ENDQUEST

Q:NOQAL

T:

I'm sorry to have bothered you. We can only interview licensed educators in Oregon. [Have a nice (day/evening).] Good bye.

OR

I'm sorry to have bothered you. We can only interview *active* licensed educators in Oregon. [Have a nice (day/evening).] Good bye.

I:

Key 1

DISPOS = 22