Available Papers

Below are links to draft research papers that may be of interest to you. My aim in making them available here is to encourage comments and suggestions for improvement, which can be sent to me at: dillman@wsu.edu. You will need Adobe Acrobat Reader to read these files A hotlink at the bottom of this page connects to the U.S. Bureau of the Census web site where additional papers are posted.

⌁	Don A. Dillman, Nicholas L. Parsons and Taj Mahon-Haft. 2004. Connections Between Optical Features and Respondent Friendly Design: Cognitive Interview Comparisons of the Census 2000 Form and New Possibilities. Social and Economic Science Research Center Technical Report 04-030. Washington State University: Pullman. 90pp.

⌁	Don A. Dillman, Taj Mahon-Haft, Nicholas L. Parsons. 2004. Will a Change in Appearance Influence How People Respond to a Decennial Census Replacement Form Mailing Package? Social and Economic Science Research Center Technical Report 04-040. Washington State University: Pullman. 134pp.	⌁	Nicholas L. Parsons, Taj Mahon-Half and Don A. Dillman. 2005 Cognitive Evaluations of Three Census Form Design Features: The Internet Option Message, Roster Instructions, and Identifying Person 1. Social and Economic Science Research Center Technical Report 05-022. Washington State University: Pullman. 72pp.
⌁	Jolene D. Smyth, Don A. Dillman, Leah Melani Christian, and Michael J. Stern. 2005. Comparing Check-All and Forced-Choice Question Formats in Web Surveys: The Role of Satisficing, Depth of Processing, and Acquiescence in Explaining Differences. Social and Economic Science Research Center Technical Report 05-029. Washington State University: Pullman.	⌁	Jolene D. Smyth, Don A. Dillman, Leah Melani Christian and Michael J. Stern. 2004. How Visual Grouping Influences Answers to Internet Surveys. Technical Report #04-023. Washington State University Social and Economic Sciences Research Center: Pullman. 32pp. An extended version of paper presented at the American Association for Public Opinion Research Meetings, May,

	30pp.		2004.
🎵	Redline, Cleo D., Don A. Dillman, Lisa Carley-Baxter, and Robert H. Creecy. Factors that Influence Reading and Comprehension of Branching Instructions in Self-Administered Questionnaires. Forthcoming in Allgemeines Statistisches Archiv (Journal of German Statistical Society). An extended version of this paper is also listed on this web page.	🎵	Leah M. Christian. December 2003. The Influence of Visual Layout on Scalar Questions in Web Surveys. Unpublished Master's Thesis. This thesis reports analyzes of the effects of different visual layouts of scalar questions from a web survey conducted in Spring 2003 that also included other visual manipulations analyzed in several other papers mentioned on this web page.
🎵	Leah M. Christian and Don A. Dillman. August 2003. The Influence of Symbolic and Graphical Language Manipulations on Answers to Self-Administered Questionnaires: Results from 14 Experimental Comparisons. A Revision of this paper is forthcoming in Public Opinion Quarterly. This version of the paper is based on another paper with a similar title posted on this website in October,2002, titled: "The Influence of Words, Symbols, Numbers and Graphics on Answers to Self-Administered Questionnaires."	🎵	Don A. Dillman, Jolene D. Smyth, Leah M. Christian, and Michael J. Stern. August 2002. Multiple Anwer questions in Self-administered Surveys: The Use of Check-All-That-Apply and Forced-Choice Question Formats.
🎵	Don A. Dillman and Leah Melani Christian. Survey Mode as a Source of Instability in Responses across Surveys. Forthcoming in the journal, Field Methods. This is a revised version of a paper presented at the Workshop on Stability of Methods for Collecting, Analyzing and Managing Panel Data, American academy of Arts and Sciences, Cambridge, MA March 27, 2003	🎵	Cleo D. Redline, Don A. Dillman, Lisa Carley-Baxter, and Robert Creecy. Factors that Influence Reading and Comprehension in Self-Administered Questionnaires. Paper presented at the Workshop on Item-Nonresponse and Data Quality, Basel Switzerland, October 10, 2003.

Available Papers

Don A. Dillman and Leah Christian. October 2002. The Influence Words, Symbols, Numbers, and Graphics on Answers to Self-Administered Questionnaires: Results from 18 Experimental Comparisons.

Don A. Dillman. Draft of Navigating the Rapids of Change: Some Observations on Survey Methodology in the Early 21st Century. Draft of Presidential Address to American Association for Public Opinion Research annual meeting, May 18, 2002. Revised version forthcoming in Public Opinion Quarterly, Fall 2002. Comments are welcomed.

Don A. Dillman, Glenn Phelps, Robert Tortora, Karen Swift, Julie Kohrell, and Jodi Berck. 2001. Response Rate and Measurement Differences in Mixed Mode Surveys Using Mail, Telephone, Interactive Voice Response and the Internet. Draft Paper. Comments are appreciated.

Don A. Dillman, and Lisa Carley-Baxter. 2000. Structural Determinants of Mail Survey Response Rates Over a 12 Year Period: 1988~1999. *(This paper replaces one listed in August, 2000. After completing the previously posted draft we learned that the questionnaires in the 102 surveys we analyzed varied in length, a variable known to influence response rates. We have now added that variable to the analysis, and certain results have change significantly. Dillman Don A. and Lisa Carley-Baxter. Forthcoming. Structural Determinants of Mail Survey Response Rates Over a 12 Year Period, 1988 ~ 1999. Proceedings of the Section on Survey Methods, The American Statistical Association. Va. Alexandria.)*

Dennis Bowker and Don A. Dillman. 2000. An Experimental Evaluation of Left and Right Oriented Screens for Web Questionnaires.

Don A. Dillman, Scot Caldwell, and Mary Gansemer. 2000. Visual Design Effects on Item Nonresponse to a Question About Work Satisfaction That Precedes the Q-12 Agree-Disagree Items.

Dillman, Don A. 2000. Procedures for Conducting Government- Sponsored Establishment Surveys: Comparisons of the Total Design Method (TDM), A Traditional Cost-Compensation Model, and Tailored Design.

Dillman, Don A. and Dennis K. Bowker. 2001. The Web Questionnaire Challenge to Survey Methodologists in Dimensions of Internet Science. Edited by Ulf-Dietrich Reips & Michael Bosnjak. Available from Pabst Science Publishers, Eichengrund 28, D-49525 Lengerich, Germany. www. pabstpublishers.com

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	Dillman, Don A., Redline, Cleo D., and Lisa R. Carley-Baxter. 1999. Influence of Type of Question on Skip Pattern Compliance in Self-Administered Questionnaires. Presented at the American Statistical Association Meetings.		Redline, Cleo D., and Don A. Dillman. 1999. The Influence of Auxiliary, Symbolic, Numeric, and Verbal Languages On Navigational Compliance in Self-Administered Questionnaires.
	Dillman, Don A. 1999. Mail and Other Self-Administered Surveys in the 21st Century: The Beginning of a New Era. Revised version available in *Gallup Research Journal*.		Redline, Cleo, D., Dillman, Don A., Carley-Baxter, Lisa, and Arrick Jackson. 1999. Making Visible the Invisible: An Experiment with Skip Instructions on Paper Questionnaires.
	Dillman, Don A., Lisa Carley-Baxter, and Arrick Jackson. 1999. Skip Pattern Compliance in Three Test Forms: A Theoretical and Empirical Evaluation. SESRC Technical Report 99-01, Pullman, Washington.		Melevin, Paul T., Don A. Dillman, Rodney Baxter, and C. Ellen Lamiman. 1998. Personal Delivery of Mail Questionnaires for Household Surveys: A Test of Four Retrieval Methods. Revised version forthcoming in *Journal of Applied Sociology*.
	Dillman, Don A., Robert D. Tortora, and Dennis Bowker. 1998. Principles for Constructing Web Surveys. (Click here to view the figures for this paper.) SESRC Technical Report 98-50, Pullman, Washington		Dillman, Don A., Robert D. Tortora, John Conradt, and Dennis Bowker. 1998. Influence of Plain vs. Fancy Design on Response Rates for Web Surveys. Presented at Joint Statistical Meetings, Dallas, Texas. August 1998.
	Schaefer, David R. and Don A. Dillman. 1998. Development of a Standard E-mail Methodology: Results of an Experiment. Revised version available from *Public Opinion Quarterly,* 62:378-397.		Dillman, Don A. 1997. The Role of Behavioral Survey Methodologists in National Statistic Agencies. Revised version forthcoming in *International Statistical Review.*

The following papers are available from: http://www.census.gov/srd/www/

"Jenkins, Cleo R. and Don A. Dillman, A Theory of Self-Administered Questionnaire Design, A revised version of the paper appeared in the book, Survey Measurement and Process Quality, edited by Lars Lyberg, etal., Wiley-Inter Science, New York: NY 1997. (SM95/06)

Redline, Cleo D., Richard A. Smiley, Don A. Dillman, Lisa R. Carley-Baxter, Making Visible the Invisible: An Experiment with Skip Instructions on Paper Questionnaires, presented at the 1999 Annual Conference of the American Association for Public Opinion Research, St. Petersburg, Florida. (SM00/02)

Redline, Cleo D. and Don A. Dillman. The Influence of Alternative Visual Designs on Respondents' Performance with Branchinc Instructions in Self-Administered Questionnaires. A revised version of this paper was published as Chapter 12 in Survey Nonresponse, edited by Robert Groves et al. published by John Wiley, New York: NY. (SM00/04)

Redline, Cleo D., Don A. Dillman Aref N. Dajani and Mary Ann Scaggs. The Effects of Altering the Design of Branching instructions on Navigational Performance in Census 2000. This is a technical report published by the U.S. Bureau of the Census. A paper based upon this report is forthcoming in the Journal of Official Statistics (RSM2002/02)

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