

Eugene Public Library Survey

Sample and Response Rates Report

November, 2001

Oregon Survey Research Laboratory, University of Oregon

Total Sample	1971	Eligible	591
Total Used	1971	Ineligible	1015
Total Unused	0	Unknown	365
		Refused	56

<i>Code</i>	<i>Description</i>	<i>All Calls</i>	<i>Last Only</i>	<i>Code</i>	<i>Description</i>	<i>All Calls</i>	<i>Last Only</i>
1	No answer	2914	142	16	Left Message for R	0	0
2	Busy	1453	29	17	R too ill now	11	1
3	Answering machine	3576	100	18	R too ill ever	2	2
4	Wrong number	5	5	19	R deceased	1	1
5	Disconnected #	445	445	20	Unable to interview ever	2	2
6	Non-working #	25	25	21	R gone survey dates	1	1
7	Non-residential #	246	246	22	Ineligible	198	198
8	Duplicate #	2	1	23	Screening Device/CB	8	0
9	Fax/Modem	91	91	24	Screening Device/Refused	2	2
10	Language barrier	71	0	25	Partial interview/CB	56	3
11	Not home/CB	212	20	26	Completed interview	489	489
12	Too busy/CB	463	20	27	Phone slam	243	92
13	New #/CB	2	0	28	Initial refusal	159	51
14	R hard to reach/CB	0	0	29	Final refusal	5	5

Call Efficiency

Total Calls	10682
CASRO Response Rate /Total Attempts Complete/Total Attempts	8.48% 4.58%
CASRO Refusal Rate /Total Attempts Refused/Total Attempts	2.84% 1.54%

Response Rates

Total Sample	1971
CASRO Type Response Rate Completed/Attempted Sample	67.42% 24.81%
CASRO Type Refusal Rate Refused/Attempted Sample	7.72% 2.84%
Response Rate/All Eligible	67.42%
Refusal Rate/All Eligible	7.72%

Sample Coverage Rate

82.74%