



## Telephone Survey Training Resources

Training interviewers so they collect accurate information is very important. Please refer to *The Behavioral and Risk Factor Surveillance System (BRFSS) Operational and User's Guide* at: <ftp://ftp.cdc.gov/pub/Data/Brfss/userguide.pdf> for more information about properly conducting a survey. The User's Guide is a manual covering all aspects of BRFSS survey operations and includes information on many aspects of the BRFSS survey, including the following:

- Processes of the BRFSS
- Survey protocol
- Survey methodology
- Quality assurance
- Funding
- Staffing
- Reference material
- Data use and promotion
- Tips and pointers from the states
- Questionnaire development
- Data collection and management
- Survey methodology
- Reference material