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