



## MASTER FILE

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DSSD CENSUS 2000 PROCEDURES AND OPERATIONS MEMORANDUM SERIES #P-2

MEMORANDUM FOR Brian Monaghan  
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Field Division

Attention: Management Training Branch  
Field Division

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Subject: Trip Report to Fairfax, VA to Observe Questionnaire Assistance  
Center Clerk Training

I observed training for the QAC clerks at Local Census Office 2848. Before training started I was introduced to the LCO manager, Salim Kublawi and the LCO's assistant manager for field operations, Larry Cowles.

### **The Training Materials:**

I noticed two problems with the materials:

- The New Hire Checklist mentioned a form D-155, described as "Run applicant data sheet." This form was not available at the start of training. The LCO trainers seemed confused about where to locate it.
- Table B in the D-1210, Questionnaire Reference Book, would be more useful if it contained page numbers of the questions. As it is, QAC clerks have to use Table B to find the D-1210 version of the question number, then flip to the Table of Contents to determine the page number, then flip to that page. Including the page number would eliminate a step for the QAC clerks.

**The Training:**

Only three trainees were scheduled for this session. The LCO trained almost everyone in a Friday session.

I think the training accomplished its goal. The instructor followed the verbatim training and used the techniques described in the QAC Training Guide. In particular, Ms. Kublawi noticed when any of the trainees had trouble with a topic and stopped long enough to get the person back on track. She also added local examples of why it is important for respondents to answer the Census.

**A couple of minor problems:**

- The instructor had the trainees complete the “scheduling” part of the workbook at the beginning of training. Then the instructor removed those pages so they could be entered into the scheduling system. Unfortunately the opposite side of the first scheduling page contained the last D-399 example. When we got to this part of the training in the afternoon, the trainees did not have a practice D-399 for the final example.
- The original instructor was replaced around midmorning. I do not know whether this was a problem, but her replacement wasn’t aware that the workbook page containing the last example D-399 had been removed, resulting in some brief confusion.

cc: DSSD Census 2000 Procedures and Operations Memorandum Series Distribution List  
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