

Appendix GG
Agenda for Main Interview Training

Survey of Small Business Finances

Main Questionnaire Interviewer Training Agenda

Module	Topic	Training Goals	Format	Trainer	Duration	Time
DAY 1						
1	Welcome and Introductions	Relax the training room environment by re-introducing the interviewing staff through a simple icebreaker activity.	Group activity	CE	30 minutes	8:30 – 9:00 am
2	Overview of Questionnaire and Worksheet	Review the contents of the worksheet mailing, the sections of the worksheet and the sections of the main interview questionnaire.	Lecture and Demonstration	CE	45 minutes	9:00 – 9:45 am
3	Questionnaire Conventions	Discuss the following questionnaire conventions: verifying dollar amounts in words, using the exception key for hard range check failures, using 0, using -1, and using the breakpoint function. Complete exercise on translating amounts expressed in words to numeric dollar amounts.	Lecture and Exercise	CE	30 minutes	9:45 – 10:15 am
	BREAK				15 minutes	10:15 – 10:30 am
3	Questionnaire Conventions (Continued)	Introduce and demonstrate the Institution Look-up.	Lecture and Demo	BB	30 minutes	10:30 – 11:00 am
4	Questionnaire Section I, Characteristics of the Firm	Become familiar with and practice administering the questions in Section I Characteristics of the Firm, and the zip code look-up application. Understand the effects of a screener done by an owner versus a proxy respondent. Become familiar with QxQ's.	Lecture and Round Robin Mock Interview	BS – Lecture TD/TL - Mock	60 minutes	11:00 – 12:00 pm

Module	Topic	Training Goals	Format	Trainer	Duration	Time
	LUNCH				30 minutes	12:00 – 12:30 pm
5	Duo Mocks: Section I	Reinforce concepts learned in Module 4. Gain additional practice administering Section I.	Duos	ALL	45 minutes	12:30 – 1:15 pm
6	Subsection E: Use of Deposit Services and F: Use of Credit and Financing	Become familiar with the roster building sections of the questionnaire and the institution look-up application. Discuss and demonstrate proper handling of refused institution names. Stress importance of not entering duplicate institutions. Become familiar with QxQ's.	Lecture and Round Robin	BB – Lecture TD/TL - Mock	60 minutes	1:15 – 2:15 pm
	BREAK				15 minutes	2:15 – 3:00 pm
7	Duo Mocks: Subsection E & F	Reinforce the concepts learned in Module 6. Gain additional practice administering Subsections E and F.	Duos	ALL	60 minutes	3:00 – 4:00 pm
8	Subsections MRL: Most Recent Loan, and G: Use of Other Financial Services	Become familiar with the concepts and mechanics of the Most Recent Loan and Use of Other Financial Services sections	Lecture and Round Robin	Bob Blessing – Lecture TD/TL - Mock	45 minutes	4:00 – 4:45 pm
9	Wrap-up/Agenda for Day 2	Briefly cover the agenda and training location for Day 2.	Lecture	BB	15 minutes	4:45 – 5:00 pm

Module	Topic	Training Goals	Format	Trainer	Duration	Time
DAY 2						
10	Review of Day 1	Review the concepts covered in Day 1 and the agenda for Day 2. Answer trainee questions about Day 1 material.	Lecture and Group Discussion	CE	30 minutes	8:30 – 9:00 am
11	Duo Mocks: Subsections MRL and G	Reinforce the concepts learned in Module 8. Gain additional practice administering Subsections MRL and G.	Duos	ALL	45 minutes	9:00 – 9:45 am
	BREAK				15 minutes	9:45 – 10:00 am
12	Mock Interview of Questionnaire Subsection H (C-Corp)	Become familiar with gathering information about each institution and the institution look-up application. Become familiar with QxQ's.	Lecture and Round robin	BB – Lecture TD/TL - Mock	90 minutes	10:00 – 11:30 am
13	Duo Mock: Section H (C-Corp)	Reinforce concepts learned in Module 12. Gain additional practice administering Subsection H.	Duos	ALL	30 minutes	11:30 – 12:00 pm
	LUNCH				30 minutes	12:00 – 12:30 pm
13	Duo Mock: Section H (C-Corp) Continued	Reinforce concepts learned in Module 12. Gain additional practice administering Subsection H.	Duos	ALL	30 minutes	12:30 – 1:00 pm
14	Trade Credit and New Equity Investments	Become familiar with the Trade Credit and Equity Investments subsections of the questionnaire. Become familiar with QxQ's.	Lecture and Round robin Mock	Bob Blessing – Lecture TD/TL - Mock	30 minutes	1:00 – 1:30 pm
	BREAK				15	1:30 –

Module	Topic	Training Goals	Format	Trainer	Duration	Time
					minutes	1:45 pm
15	Duo Mock: Trade Credit and New Equity Investments	Reinforce concepts learned in Module 12. Gain additional practice administering Subsection L.	Duos	ALL	30 minutes	1:45 – 2:15 pm
16	Overview of Income & Expenses and Balance Sheet	Become familiar with the Income and Expenses Subsection of the Questionnaire and the QxQs for this section.	Lecture	CE	60 minutes	2:15 – 3:15 pm
17	Mock Interview: Income & Expenses, Balance Sheet, Credit History, & R Payment	Become familiar with the Balance Sheet Subsections of the Questionnaire. Discuss electronic filing of tax forms and how to prompt for record look-up, contents of the tax info boxes and references to the Worksheets. Become familiar with QxQ's.	Round robin	TD/TL	45 minutes	3:15 – 4:00 pm
18	Duo Mocks: Income & Expenses, Balance Sheet, Credit History, & R Payment	Reinforce concepts learned in Module 17. Gain additional practice administering Subsections P, R, S, T and U. .	Duos	ALL	60 minutes	4:00 – 5:00 pm

Module	Topic	Training Goals	Format	Trainer	Duration	Time
DAY 3						
19	Review of Day 2	Address any questions/comments the interviewers have from Day 2.	Open discussion	CE	30 minutes	8:30 – 9:00 am
20	Duo Mock – Part 1: Sole Proprietorship	Acquaint trainees with the differences in the questionnaire for sole proprietorships. Practice administering the questionnaire to a sole proprietorship.	Lecture/Duo	ALL	60 minutes	9:00 – 10:00 am
	BREAK				15 minutes	10:00 – 10:15 am
21	Gaining Cooperation	Review basic principles of gaining the respondent's cooperation and avoiding refusals. Discuss screening experience in gaining cooperation. Review SSBF Commonly Asked Questions and Questionnaire Timing Job Aid.	Lecture and Group activity	BB	45 minutes	10:15 – 11:00 am
22	Duo Mock – Part 2: Partnerships	Acquaint trainees with the differences in the questionnaire for partnerships. Practice administering the questionnaire to a partnership.	Lecture/Duo	ALL	60 minutes	11:00 – 12:00 pm
	LUNCH				30 minutes	12:00 – 12:30 pm
22	Duo Mock – Part 2: Partnerships (Continued)	Practice administering the questionnaire to a partnership	Lecture/Duo	ALL	60 minutes	12:30 – 1:30 pm

23	Confidentiality	Review confidentiality statements in worksheet materials. Review confidentiality and the D&B non-monetary incentive. Remind the interviewers of the confidentiality statement that they signed and how to use confidentiality to prompt response in sensitive areas of the questionnaire. offering.	Lecture and Round Robin Activity	CE	30 minutes	1:30 – 2:00 pm
	BREAK				15 minutes	2:00 – 2:15 pm
24	Using the TNMS for the Main Interview	Discuss call records and disposition codes for the main study. Complete disposition code and call record exercise.	Lecture and Exercise	TL	60 minutes	2:15 – 3:15 pm
25	Missed Financial Institutions	Review the protocol for collecting data about financial institutions that the respondent recalls after Sections F and G are completed.	Lecture	BB	30 minutes	3:15 – 3:45 pm
26	Production Goals and Performance Evaluation	Review production goals and performance evaluation criteria for main interview. Also review charge codes, and other administrative details.	Lecture/Q&A	BB	30 minutes	3:45 – 4:15 pm
27	Final Exam and Training Evaluation	Assess effectiveness of training, both objectives (via the exam) and subjectively (via trainees' evaluation).	Written Exercise	CE	30 minutes	4:15 – 4:45 pm
28	Wrap-Up	Bring training session to a close. Answer any final questions trainees may have.	Group Discussion	CE	15 minutes	4:45 – 5:00 pm
29	Schedule Certification Mock Interview	Have the interviewers recall their login procedure and TNMS/CATI functions. Have the interviewers complete the certification mock for S-Corps.	Discussion with Supervisor	TL/TD	As needed	5:00 pm