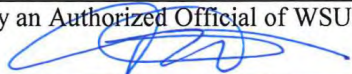
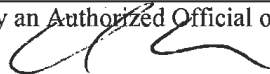


SERVICE AGREEMENT

IAA-836-15

Institution/Organization ("WSU") Contract# 19409 Name: Washington State University SC# 280 Address: Social & Economic Sciences Research Center Wilson Hall #133 Pullman, WA 99164-4014	Institution/Organization ("SPONSOR") Name: WTECB Address: Workforce Training & Education Coordinating Board PO Box 43105 Olympia, WA 98502-3105
Awarding Sponsor: WTECB	Amount Funded: \$2,500.00
Period of Performance July 1, 2014-August 31, 2014	Project Title: AERO FY15, WTECB Aerospace Survey Phone Outreach
Terms and Conditions	
1) This Agreement is between WSU, an institution of higher education and an agency of the state of Washington, and Sponsor to perform the activities attached as Exhibit A (Scope of Work). These activities will be performed by the Social and Economic Sciences Research Center (SESRC), the WSU Technical/Programmatic Representative (Representative).	
1A) All activities performed will be in accordance with the Workforce Investment Act (PL 105-220) and any subsequent amendments to the Act and its accompanying regulations (including 20 CFR Part 625 and Part 660 et al); Uniform Administrative Requirements (including 29 CFR Part 95 and Part 97), Office of Management and Budget circulars (including A-21, A-87, A-122, and A-133, and specific requirements contained in 29 CFR Parts 33-34 and 37, Part 93, Part 98; and all other applicable federal, state, and local laws, rules, and regulations.	
2) Compensation for such activities shall be up to a maximum of \$2,500 and is payable upon receipt of periodic invoices as specific work tasks are completed.	
3) If Intellectual Property is developed under this Agreement, ownership shall be determined under applicable federal or state law, including Chapter 26, US Code Title 35 and will be disclosed to the Sponsor. Intellectual Property shall mean any invention, copyright, trademark or proprietary information. WSU shall not obtain or attempt to obtain patent coverage on Sponsor-provided materials or information, without the express consent of Sponsor.	
4) "Confidential Information" shall mean any Sponsor-provided materials, written information, and data marked "Confidential" or non-written information and data identified at the time of disclosure as confidential, reduced to writing, and transmitted to Representative within sixty (60) days of such non-written disclosure. It shall not include information in the public domain, or independently known or obtained by WSU. To the extent allowed by law, WSU will use the same degree of care it uses to protect its own confidential information to: a) maintain for a period of five (5) years the confidential information obtained from Sponsor under this Agreement and sent to Representative; and b) maintain as confidential any data and interpretation of the confidential information developed under this Agreement until Sponsor has had the opportunity to review same. Publications will be limited to new scientific information regarding activities performed, and WSU will use reasonable efforts not to disclose proprietary processes or methods of Sponsor, or the nature or composition of materials provided by Sponsor. WSU will provide Sponsor with thirty (30) days to review any manuscripts or proposed publications arising out of the Agreement.	
5) Neither party will use the name or other trademark of the other party in any publicity, advertising, or news release without prior written approval of the authorized representative of the other party.	
6) WSU in no way guarantees activities performed under this Agreement and makes no warranties, express or implied regarding the quality of the activities completed. Each party shall be responsible for its own negligent acts or omissions and shall be deemed to be and shall be an independent contractor.	
7) WSU will not accept export-controlled materials or technical information under this Agreement. Sponsor warrants that materials and technical information provided to WSU are not subject to US Export Control laws.	
8) Either party may terminate the Agreement with thirty (30) days written notice.	
9) This Agreement contains the entire and only Agreement between the parties respecting the subject matter hereof and supersedes or cancels all previous negotiations, Agreements, commitments and writings between the parties on the subject of this Agreement. Should performance of this Agreement require issuance of a purchase order or other contractual document, all terms and conditions of said document are hereby deleted in entirety. This Agreement may not be amended in any manner except in writing and signed by an Authorized Official of each party.	
10) The project coordinator for the Workforce Board is Dave Wallace, who can be reached at (360) 709-4613 or dave.wallace@wtb.wa.gov . The project coordinator for WSU is Rose Krebill-Prather, who can be reached at (509) 335-6202 or krebill@wsu.edu .	
By an Authorized Official of WSU:  _____ Amanda Owen, Contracts Manager Office of Finance and Administration	By an Authorized Official of SPONSOR:  _____ Eleni Papadakis, Executive Director WTECB
Date 8/21/14	Date 9/4/14

Statement of Work
Survey of Aerospace Industry Survey Phone Outreach
June 24, 2014
AERO FY15, WTECB Aerospace Survey Phone Outreach

Overview. The Social and Economic Sciences Research Center (SESRC) will collaborate with the Senior Researcher of the Washington Workforce Training and Education Coordinating Board (Client) to conduct telephone outreach calls to encourage Aerospace Industry Employers in Washington to complete web-based surveys, gather and/or correct contact email address, name, and phone number, and email survey link (URL) to phone contacts.

Calls will be made to Aerospace Industry Employers in Washington who have partially responded or have not responded to the online survey being implemented and hosted by SESRC-Olympia. The purpose of these phone calls will be to establish contact with targeted firms in our sample (to be identified by WTB), inquire if they received email or postcard survey invitations, obtain the correct/preferred respondent contact name, email and phone number, and follow up with an email to that contact. Also at the time of the phone call, SESRC will offer to email respondents the web link for the survey at the time of the call. On a weekly basis while calling is active, the SESRC will email to WTB the updated contact information collected from those Employers who are successfully reached by phone. WTB will send the follow-up emails based on corrected contact information gathered by SESRC Pullman.

The specific tasks to be completed under this agreement are listed below:

Questionnaire Design. The SESRC will develop an introductory/reminder script to be used to inquire if respondents email or postcard survey invitations, update their contact information and offer to email the web survey link at the time of the phone call. The SESRC will work with the client to finalize the 5-minute telephone reminder script based on the specific information and data that the client needs to meet the objectives of the study. The CATI version of telephone reminder script will be developed by the SESRC. The client will approve final reminder script and CATI prior to the start of data collection.

Our questionnaire design and telephone survey strategies are based upon the "Total Design Method" and now the "Tailored Design Method" which has been the model of our professional organization for decades. Most of the techniques and procedures used by the SESRC are described in the book, Internet, Mail, and Mixed-Mode Surveys: The Tailored Design Method, by our Deputy Director for Research and Development, Dr. Don A. Dillman and his two co-authors¹.

Sample. In coordination with SESRC-Olympia, the client will provide a list of approximately 200 names and phone numbers of employers who have not yet responded to requests to participate in the online survey. SESRC will coordinate with the Client to obtain regular updates as to firms that have already completed the web-based survey such that outreach calls are not made to completers.

Telephone Survey Implementation. The outreach reminder script will be installed on SESRC's computer assisted telephone interview (CATI) system or implemented using paper call records, at the discretion of the SESRC. Telephone calls will be conducted during regular business hours. The SESRC will make up to 4 callbacks alternating time of day and day of the week. To maintain data quality and continuity in the telephone survey interviewer performance will be regularly monitored and measured (approximately 5% of interviews). One of the main purposes of monitoring is to minimize interviewer effects. The SESRC's current standard is to monitor all interviewers at least once a week during a day or night shift. The telephone survey is budgeted for 4 call attempts and estimated at an average of 4 minutes per complete. SESRC anticipates successfully reaching and reminding approximately 80 employers out of 200 possible.

Confidentiality. All surveys undertaken by WSU-SESRC are reviewed for protection of human subjects by the Washington State University, Human Subjects Institutional Review Board (IRB). Survey procedures for ensuring confidentiality, rights to privacy, and consent to participate, must be reviewed by the IRB prior to the start of any interviews or mailing of questionnaires. In developing survey procedures, the WSU-SESRC follows the code of professional ethics and practices of the American Association for Public Opinion Research. That code states that "Unless the respondent waives confidentiality for specified uses, we shall hold as privileged and confidential all information that might identify a respondent with his or her responses. We shall also not disclose or use the names of respondents for non-research purposes unless the respondents grant us permission to do so."

¹ Dillman, Don A.; Smyth, Jolene D.; Christian, Leah M. 2009 *Internet, Mail, and Mixed-Mode Surveys: The Tailored Design Method (3rd Edition)*. New York: Wiley.

Database and Code Book. The SESRC will enter all questionnaire data into an SPSS readable format, and will create an SAS, SPSS or Excel survey database on compact disc. We will prepare a codebook and any necessary instructions for accessing the database.

Preparation of Data Report The SESRC will prepare a written methods report describing the process and results of the data collection activities. This report will include details of the surveys, the final response rates achieved, and a copy of the survey instruments. The report will be provided electronically in MS Word format.

The report will include:

- a description of the survey design and sample procedures;
- description of implementation procedures used in the surveys;
- tables detailing response rates and dispositions for all cases in the sample;

Deliverables. Data Report and electronic dataset.

Timeline

July 1-August 15, 2014:

- Surveys in field (web-based).
- SESRC conducts outreach calls.
- Client provides call list and updates to SESRC on at least a weekly basis.

August 15-31, 2014: Survey close-out. Post-production: Tabulations, documentation, project close-out.

Proposed Budget

Task	TOTAL
Project Management/Questionnaire	\$224
Survey Implementation	\$816
Telephone/Long Distance	\$518
Data Management and analysis	\$254
Indirects (@38%)	\$688
TOTAL	\$2,500

Budgets from SESRC are fixed price, billable by task and will be charged as such. Payments can be sent to Rita Koontz at WSU ZIP 4014. If other arrangements are needed for project payment, please call Rita at 335-1512. If this proposed budget meets with your approval, please sign this agreement for the work.

SESRC Signature: Rose L. Krebill-Prather Date: 8/11/14

Client Signature: [Signature] Date: 9/4/14

This Scope of Work was prepared by:

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