



**CMOR-MRA Interviewer Training Modules**  
Refusal Rebuttal Exam

NAME: \_\_\_\_\_

- 1. A refusal that involves a respondent hanging up on the interviewer is an example of which of the following?**
  - a) Active Refusal
  - b) Passive Refusal
  - c) Both "a" and "b"
  - d) Neither "a" nor "b"
  
- 2. If a respondent asks you questions about participating in the survey, you should "probe" to understand their underlying concerns?**
  - a) True
  - b) False
  
- 3. If a respondent states that they are "not interested" in participating in the survey, the best way to change their mind is to assure them the survey will be interesting and engaging.**
  - a) True
  - b) False
  
- 4. Important information to obtain when scheduling a callback includes which of the following?**
  - a) Respondent's time zone
  - b) The telephone center's address
  - c) Number of members in respondent's household
  - d) Respondent's gender



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- 5. What kinds of phone calls are prohibited towards those listed on the “Do Not Call list”?**
- a) Telemarketing calls
  - b) Telephone interviews
  - c) Personal calls to strangers
  - d) All of the above
  - e) None of the above
- 6. When the respondent uses words such as “who,” “why,” and “what for” may indicate what?**
- a) The respondent is busy and you should attempt to schedule a callback
  - b) The respondent distrusts the interview and you should explain the process
  - c) The respondent is busy and you should ask to speak with someone else
  - d) All of the above
- 7. When deciding how to rebut a refusal, it is always important to be aware of:**
- a) The respondent’s tone of voice
  - b) Background noise
  - c) Whether respondent sounds angry, rushed, bored, or distracted
  - d) All of the above
  - e) None of the above
- 8. A “disposition” is:**
- a) A set of codes the interviewer uses to label the outcome of interviews
  - b) The attitude of the respondent towards interviews
  - c) A respondent who has refused to complete a survey
  - d) None of the above



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**9. A respondent who tells you that they have “no time” to take a survey is an example of a “soft refusal”**

- a) True
- b) False

**10. A respondent who tells you that they are “not interested” in taking a survey is an example of a “hard refusal”**

- a) True
- b) False

**11. Respondents who have refused in this manner are usually called again:**

- a) Soft refusals
- b) Hard refusals
- c) Both “a” and “b”
- d) Neither “a” nor “b”

**12. It’s important to properly label the outcome of your interviews because:**

- a) The outcomes of all of the call attempts are used in determining how well the survey performed
- b) Each outcome label helps interviewers know how to approach respondents who have refused, needed to reschedule, or haven’t been reached
- c) Outcome labels are used to help decide if respondents need to be contacted by specially trained interviewers
- d) All of the above
- e) “B” and “c,” but not “a”



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**13. An “unspecified callback” is where the respondent declines to take the survey at the moment, but offers a date & time for the interviewer to callback.**

- a) True
- b) False

**14. It is against Federal law to use auto dialers to call cell phones:**

- a) True
- b) False

**15. Survey research companies may be charged a \$500 fine if they call someone listed on the Federal “Do Not Call” list.**

- a) True
- b) False

**16. In an RDD survey, people who have unlisted numbers may be contacted to take telephone surveys because:**

- a) A computer has pulled their number at random based on all possible telephone number combinations.
- b) Survey research companies generally have access to unlisted telephone directories.
- c) People who have unlisted telephone numbers are not included in RDD surveys.