INNOVATIVE THINKING
RIGOROUS APPROACHES
REAL WORLD IMPACT

SURVEY RESEARCH
Bringing Research to Life

IMPAQ International is a public policy research firm that drives value by utilizing innovative thinking and rigorous approaches to improve our clients' policies and programs, delivering meaningful, real world impact.

IMPAQ's Survey Research Division offers a full range of survey research and data collection services to clients in government, academic institutions, and the private sector. Our goal is to gather valid data through proven methodologies, impeccable quality standards, and close collaboration with our clients, in a manner that provides actionable results and informs public policy.

Supported by a state-of-the-art, in-house Survey Operations Center, our team is at the forefront of innovative and rigorous approaches to survey research, with expertise in survey design, sampling, survey methodology, survey administration, and analysis. We are experts in questionnaire design, electronic data capture, multi-mode data collection, and gathering data on sensitive topics and with hard-to-reach populations. We also offer significant capabilities in qualitative techniques, such as focus groups and in-depth interviews.

IMPAQ has conducted surveys of diverse populations across numerous substantive areas, both domestically and internationally – and our surveys achieve high response rates through the use of survey best practices. These include innovative recruitment strategies, rigorous training programs for interviewers, non-response follow-up techniques, and refusal avoidance and conversion.

OUR MISSION

"IMPAQ's mission is to provide exemplary research and consulting services to its clients through the use of impact evaluation studies, applied research, policy analysis, quantitative and qualitative data analysis, and technical assistance.”

EXPERTISE

- Survey Design and Sampling
- Survey Methodology
- Survey Administration
- Survey Analysis
- Electronic Data Capture and Multi-mode Data Collection
- Focus Groups and In-depth Interviews

www.impaqint.com
IMPAQ’s Survey Operations Center (SOC) supports our survey research projects with state-of-the-art technology for data collection and management across multiple modes. The cornerstone of the SOC is a 55+ seat in-house telephone interviewing facility fully equipped with a Computer Assisted Telephone Interviewing (CATI) system. Our large capacity enables us to conduct hundreds of thousands of telephone interviews each year.

Because the survey center is co-located at IMPAQ’s corporate offices, IMPAQ researchers have the opportunity to work closely with the survey center staff to ensure that the data collected meets the highest professional standards. In addition, IMPAQ has developed sophisticated data processing systems, which enable researchers to clean, organize, and analyze large sets of survey, program, and administrative data.

IMPAQ’s Survey Operations Center also supports projects that require mail, Web, in-person, and multi-mode data collection. Our portfolio of services includes:

- Mail surveys, including printing, mailing, receipt control, and tracking of mail responses
- Web surveys, including designing and administering online surveys and conducting respondent follow-up
- In-person surveys, including field interviewing in diverse settings and data collection using laptop computers and mobile devices
- Multi-mode surveys, including sophisticated tools for data collection and management using mixed methods
- Data processing, including data cleaning, coding open-ended responses, data entry, scanning, and file production

LEARN MORE
To learn more about how our exceptional people are developing innovative solutions with a real-world impact, or to join our team, please visit our website at www.impaqint.com.

SELECT CLIENTS
U.S. DEPARTMENT OF LABOR (DOL)
CENTERS FOR MEDICARE & MEDICAID SERVICES (CMS)
AGENCY FOR HEALTHCARE RESEARCH & QUALITY (AHRQ)
HOUSING AND URBAN DEVELOPMENT (HUD)
MARYLAND HEALTH CARE COMMISSION (MHCC)
BUREAU OF LABOR STATISTICS (BLS)
OFFICE ON WOMEN’S HEALTH (OWH)
TEACHING STRATEGIES, INC. (TSI)
RESEARCH SUPPORT SERVICES (RSS)
OFFICE REMEDIES, INC. (ORI)
RESEARCH FOR ACTION (RFA)
CENTER FOR RESEARCH ON EVALUATION, STANDARDS, AND STUDENT TESTING (CREST)
MILLENNIUM CHALLENGE CORPORATION (MCC)
BUREAU OF INTERNATIONAL LABOR AFFAIRS (ILAB)