

Evaluation of Different Design Options for Presenting Edit Messages in Web Forms

Bill Mockovak

Office of Survey Methods Research

Bureau of Labor Statistics

What is an edit message?

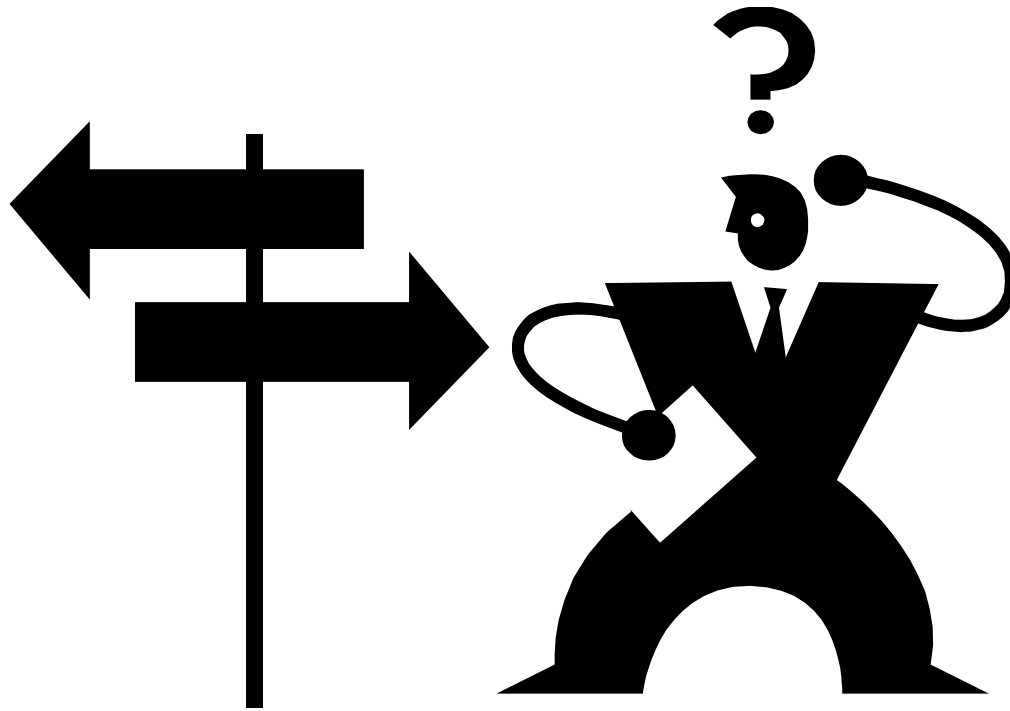
- An automated message presented to a user.
- The message may point out something wrong with an entry or ask the user to check an entry.
- It could be automatic or under the control of the user.

Why bother with this study?

Previous usability testing showed that users did not see (missed) edit messages



And even when they saw them,
some users did not, or were not
able to, follow instructions



High-Level Research Questions

- How big a problem is this?
- What factors are important?



If a problem ... what can we do about it?

Characteristics of a Good Edit Message

1. User sees and understands the message.
2. The message points out:
 - Where the problem is (which item)
 - What the problem is
 - How to fix it

Some Context - Examples

- Web page with more “traditional” error indicator
- Scrolling Web page with standard error message

What are important design factors?

- Hard or soft
- User control (for initiating and closing message)
- Visual characteristics (e.g., font size/type, color, layout, use of graphics)
- In same or different window (pop-up)
- Complexity of message/readability
- Position on screen/page & timing
- “One at a time” vs. “All at once”
- Tone of message
- Scrolling page (context)

What was varied in this study?

1. Timing of message (Under system control)
 - When user clicks *Continue*
 - When user moves to next item in sequence
2. Location of message
 - At top of page/screen (under standard header)
 - Under item that triggered message

Why study these design features?

- Includes approach already used
- Second approach (under item) relatively easy to do
- Third approach, more difficult, would need experimental support

What was kept constant in this experiment?

- Same visual design (and “wording”) of edit message.
- Message in same window & on same page.
- Same items/questions.

Three Instruments

Instrument 1.

- Edit messages at top of page/screen, after all items on page completed, & user clicked *Continue*

Instrument 2.

- Edit messages displayed on page, under the item that triggered the edit, after all items on page completed, & user clicked *Continue*.

Instruments (continued)

Instrument 3.

- Edit messages displayed on page, under the item that triggered the edit, as soon as user moves to next item (by clicking mouse or pressing tab key)

Examples

1. Instrument 1

2. Instrument 2

3. Instrument 3

Test Instrument

- Survey of Occupational Injuries & Illnesses ... mirrors paper closely
 - Uses scrolling pages
- Three separate edits
 - Total hours worked
 - Date of injury
 - Age of worker

Edit	Location	Soft/Hard	Appear.	Instruc.
Total hours worked	Item 2	Soft	1st on page, only 1 in scenario	Verify entry
Date of Injury	Item 18	Hard	1st on page, 2 in scenario	Match date format
Age of Worker	Item 23 (out of 31)	Hard	2nd on page, 2 in scenario	Enter new value

Experimental Procedure

- Each user completed 3 scenarios
- In a single scenario either one soft or two hard edits appeared:
 1. “Total hours worked” soft edit, or
 2. “Date of injury” and “Age of worker” hard edits. But, not both 1 & 2.
- Order of instruments and edits was counterbalanced

Procedure (continued)

- Since same edit could appear twice in one session, used different item values in scenarios
- Basic user task: transfer data from paper form to Web form
- “Talk aloud” procedure
- 42 paid participants, recruited by asking:
 - Experienced with Internet?
 - Comfortable using keyboard & mouse?

Procedural “Glitches”

- “Total hours worked” edit always triggered

But ...

- “Date of injury” edit could be avoided
- “Age of worker” edit could be avoided on second appearance in same session

Key Variables

- Did the user notice the edit message on its first appearance?

If noticed ...

- Was the proper corrective action taken on the first attempt? Also,
 - User preference
 - How did the designs vary in terms of completion time?

“Total Hrs Worked” Did user see the edit?

Instrument	Missed	Noticed	# of Times Edit Appeared
1	0.43	0.57	21
2	0.33	0.67	21
3	0.45	0.55	20
Overall	0.40	0.60	

“Total Hrs Worked” Was correct action taken?
(based on # of times user saw edit message)

Instrument	Yes	No	# of Times Edit Appeared
1	0.83	0.17	12
2	0.93	0.07	14
3	0.89	0.11	9
Overall	0.89	0.11	

“Total Hrs Worked” Was correct action taken?
(based on total # of times edit appeared)

Instrument	Yes	No	# of Times Edit Appeared
1	0.48	0.52	21
2	0.62	0.38	21
3	0.44	0.56	18
Overall	0.52	0.48	

“Total Hrs Worked” Time to advance to next page
(when user saw message & took correct action)

Instrument	Mean (sec)	SD	N
1	79.3	39.7	21
2	100.2	59.5	21
3	71.2	30.2	18
Overall	84.2		

“Total Hrs Worked” Time to advance to next page (when user missed message)

Instrument	Mean (sec)	SD	N
1	94.3	45.7	9
2	113.3	68.6	7
3	59.3	24.7	9
Overall	87.1		

Time to Move from Edit 1 to Next Page



“Date of Injury” Did user see the edit?

Instrument	Missed	Noticed	# of Times Edit Appeared
1	0.27	0.73	15
2	0.23	0.77	13
3	0.10	0.90	10
Overall	0.21	0.79	

“Date of Injury” Was correct action taken?
(based on # of times user saw edit message)

Instrument	Yes	No	# of Times Edit Appeared
1	0.73	0.27	11
2	0.67	0.33	9
3	0.78	0.22	9
Overall	0.72	0.28	

“Date of Injury” Was correct action taken?
(based on total # of times edit appeared)

Instrument	Yes	No	# of Times Edit Appeared
1	0.53	0.47	15
2	0.50	0.50	12
3	0.70	0.30	10
Overall	0.57	0.43	

“Age of Worker” Did user see the edit?

Instrument	Missed	Noticed	# of Times Edit Appeared
1	0.05	0.95	20
2	0.00	1.00	19
3	0.18	0.82	17
Overall	0.07	0.93	

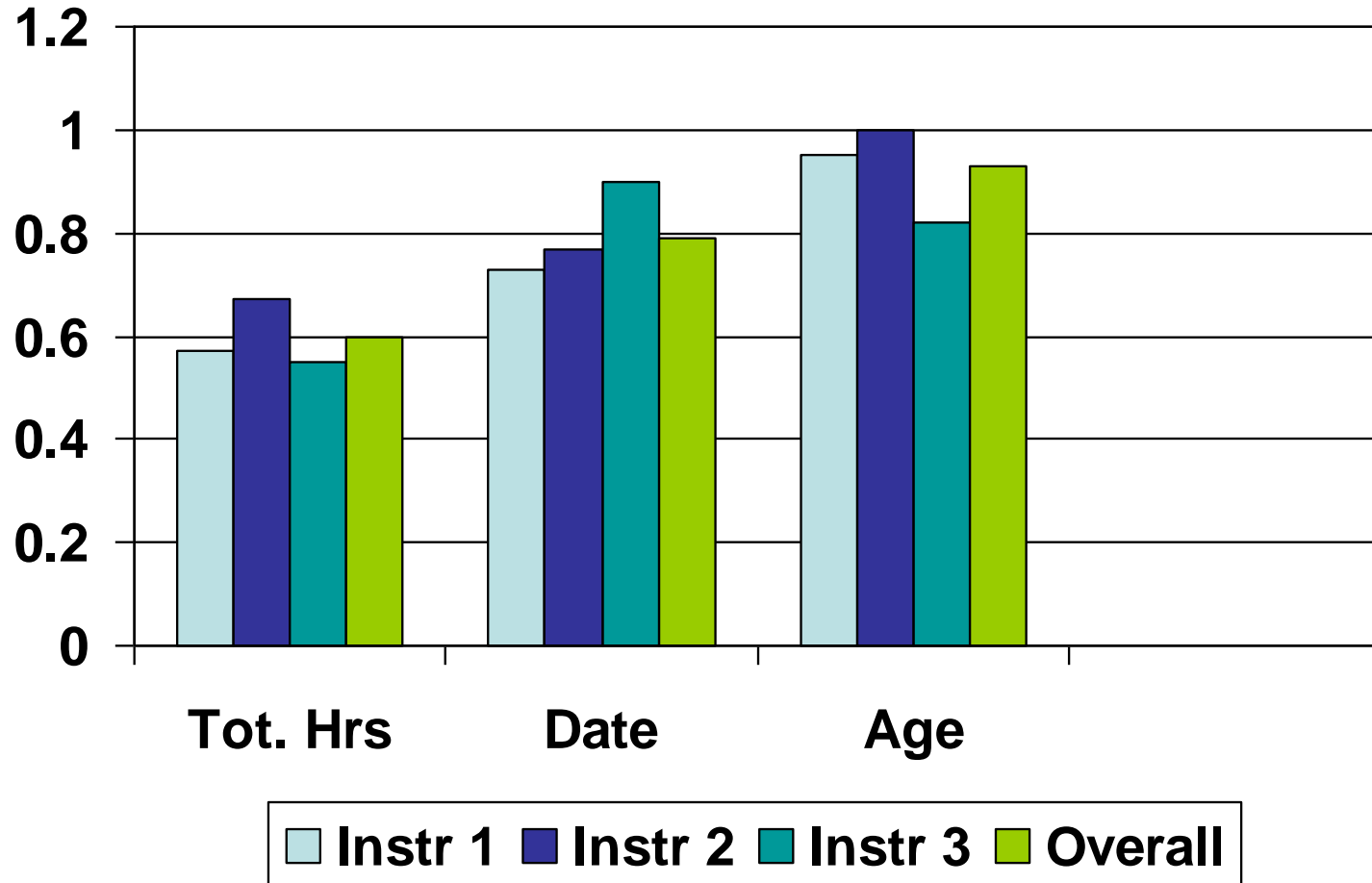
“Age of Worker” Was correct action taken?
(based on # of times user saw edit message)

Instrument	Yes	No	# of Times Edit Appeared
1	0.79	0.21	19
2	0.78	0.22	18
3	0.71	0.29	14
Overall	0.76	0.24	

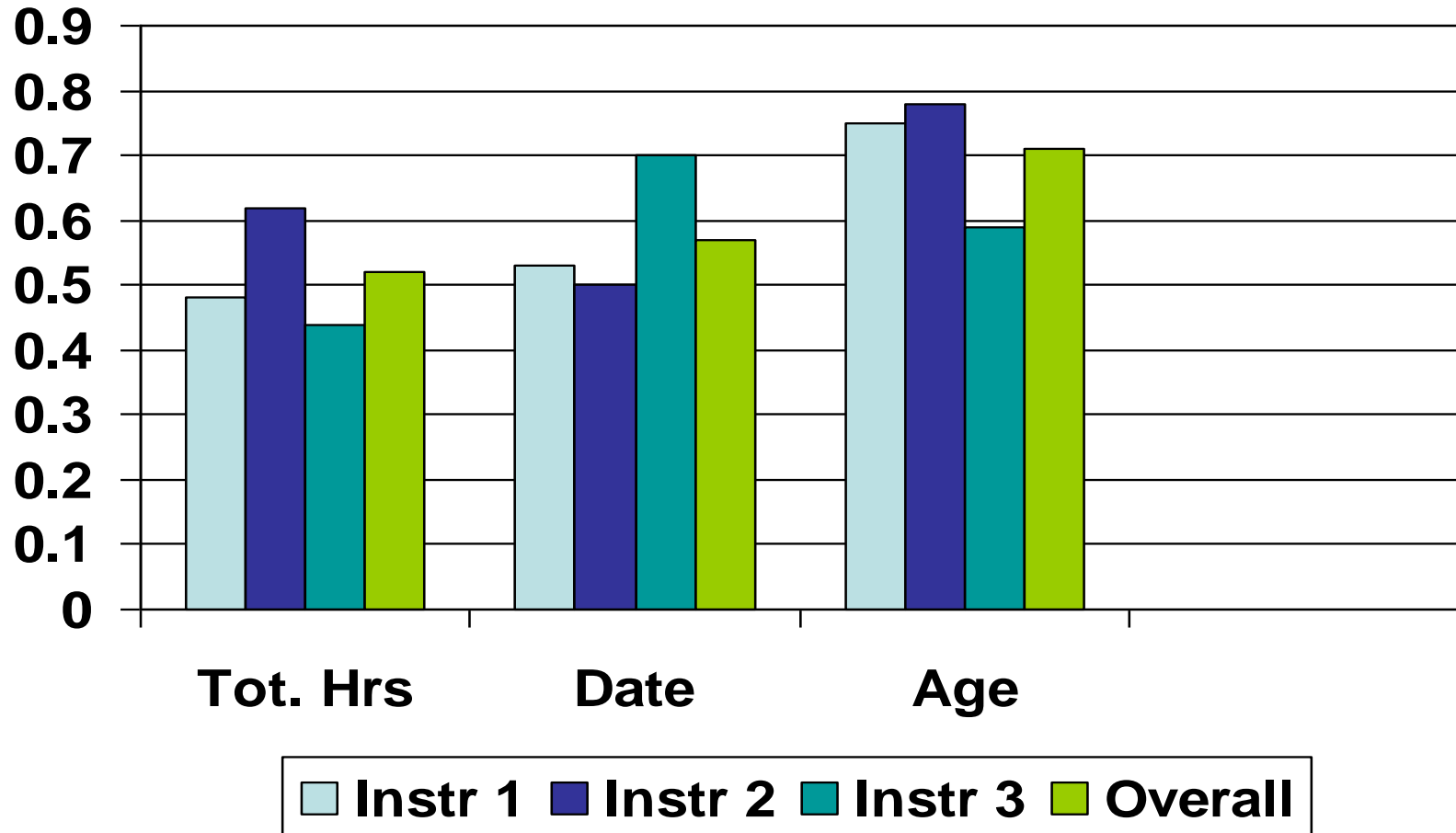
“Age of Worker” Was correct action taken?
(based on total # of times edit appeared)

Instrument	Yes	No	# of Times Edit Appeared
1	0.75	0.25	20
2	0.78	0.22	18
3	0.59	0.41	17
Overall	0.71	0.29	

Did the User See the Edit?



“Success Rate” of Edit Message



Time to advance to next page
(when both hard edits handled correctly)

Instrument	Mean (sec)	SD	N
1	241	95.3	12
2	157	75.2	7
3	258	134.7	11
Overall	228	111.8	

Which Version Did Users Prefer?

(Asked to rank best to worst, where 1 is best)

Instrument	Mean Rating	SD	N
2	1.67	0.621	39
3	1.85	0.812	39
1	2.46	0.822	39

User Ratings

(where 10 is most “positive”)

Question	Av.	SD	N
Q1. How easy was it to enter the survey data?	9.0	1.61	42
Q2. How easy was it to understand the edit message?	8.6	1.81	42
Q3. How helpful were the edit messages?	9.1	1.52	42
Q4. How closely did the Web form match the paper form?	8.5	1.87	41

Significant Correlations

- Between “ease of entering data” and “time to complete page for “total hours” edit
 - ❖ Correlation = -0.313 ($p < 0.05$, 2-tailed)
- Between “ease of entering data” and “ease of understanding the edit messages”
 - ❖ Correlation = $+0.452$ ($p < 0.01$, 2-tailed)

Significant Correlations

- Between “ease of entering data” and “how closely the Web form matched the paper form”
 - ❖ Correlation = +0.391 ($p < 0.05$, 2-tailed)
- Between “ease of understanding the edit messages” and “helpfulness of edit messages”
 - ❖ Correlation = +0.375 ($p < 0.01$, 2-tailed)

Non-Significant Correlations

	Ease of entry	Ease of understanding	Helpfulness	Closely match paper
*Correlation	-0.095	+0.210	-0.027	-0.014

* Correlation between rating scale items and number of times users saw the “total hrs worked” edit

Some Conclusions

- “Change Blindness” appears to be occurring
- Rating scales rough measures of usability
 - Biased toward being overly positive
 - Not a complete picture
- Observational data point out important problems
- Mirroring the paper form leads to a perceived easier entry task

What is “Change Blindness?”

- The failure to detect what should be a very obvious visual change
- Or, very large changes can be made to a picture without observers noticing them
- Good experimental literature on this and how it occurs in a variety of situations
- <http://www.cs.bris.ac.uk/~cater/PhD/ChangeBlindInfo/Examples.html>

Theoretical Explanation

- Our eyes receive and send over 10 million signals to our brains each second
- The most liberal estimate is that people can process 40 pieces of information per second
- The rich visual environment we perceive is an illusion
- There is a major processing “bottleneck”

Theoretical background (continued)

- “*Change Blindness*” first noticed when change occurred during eye movement saccade, but effect not specifically related to eye movements alone
- **Necessary condition for “*Change Blindness*”**
 - Change occurs simultaneously with disruption in visual continuity
 - “Flicker effect”

What happens in edit messages?

- “Flicker” effect occurs
 - Screen is displayed
 - Screen reorients/redisplays when edit message is displayed
 - Screen reappears, but users fail to notice what seems to be an obvious change

What Can Be Done About It?

- Use a hard edit
- Place edit message on a separate screen
- Some other suggestions. Use:
 - Contrasting color
 - Small, blinking change markers (to draw user's attention)
- Results of this study suggest that:
 - User experience is important
 - Scrolling page may contribute to effect (test page-by-page format?)
 - Put explanatory message on home page?

If I could repeat the study

- Get a better measure of user expertise with the Web and general computer use
- Measure user literacy

Part 1A. Establishment Information

Using your completed Calendar Year 2003 *Summary of Work-Related Injuries and Illnesses (OSHA Form 300A)*, copy the establishment information into the boxes below. If more than one establishment is noted on the front cover under **Reporting Site**, add together the total lines from each specified establishment's OSHA Form 300A to complete the 2003 totals for all establishments. Then copy those totals into the corresponding spaces below. If these numbers are not available on your OSHA Form 300A, or if your establishment does not keep records needed to answer (1) and (2) below, you can estimate using the steps that follow.

- 1. For the reporting site identified on the cover: Enter the annual average employment for 2003.**
(You can copy this from your OSHA Form 300A.)

Annual average number of employees for 2003

If needed: Steps to estimate employment

STEP 1: Add the number of employees your establishment paid in every pay period during 2003. Include all employees: full-time, part-time, temporary, seasonal, salaried, and hourly.

Acme Construction pays its employees 26 times each year. During 2003,

In this pay period	Acme paid this many employees
1	10
2	0
3	15
↓	↓
25	15
26	10
	830 (sum)

STEP 2: Divide the sum by the number of pay periods your establishment had in 2003. Include any pay periods when you had no employees.

Because Acme has 26 pay periods, it would divide its sum by 26. 830 divided by 26 = 31.92

STEP 3: Round the answer to the next highest whole number. Write the rounded number in the box marked Annual average number of employees.

Acme would round 31.92 to 32 and write that number in the box marked *Annual average number of employees*.

- 2. For the reporting site identified on the cover: Enter the total hours worked for 2003.**
(You can copy this from your OSHA Form 300A.)

Total hours worked by all employees in 2003

Note: *Total Hours Worked* should exclude vacation, sick leave, holidays, and other non-work time.

If needed: Steps to estimate total hours worked

STEP 1: Find the number of full-time employees in your establishment for 2003.

ABC Company had 15 full-time employees during 2003.

STEP 2: Multiply this number by the number of hours worked for a full-time employee in a year. This is equal to the number of full-time hours worked.

ABC Company's 15 full-time employees worked an average of about 1,760 hours each per year after excluding vacation, sick leave, holidays, and other non-work time. (*The hours worked for a full-time employee in a year may be different at your reporting site*)

15 (full-time employees) times 1,760 (hours worked by a full-time employee in a year) equals **26,400 full-time hours**.

STEP 3: Add the number of any overtime hours and the number of hours worked by other employees (part-time, temporary, seasonal) to the amount in Step 2.

ABC Company's full-time employees worked a total of 1,500 hours of overtime. In addition, 3 part-time employees worked a total of 2,715 hours during 2003. Adding these hours to those from Step 2:

Full-time hours from Step 2	26,400
Overtime hours	+ 1,500
Part-time hours	+ 2,715
<hr/>	
Total hours worked by all employees in 2003	= 30,615

- 3. Check any conditions that might have affected your annual average number of employees or total hours worked during 2003:**

- Strike or lockout
 Shutdown or layoff
 Seasonal work
 Natural disaster or adverse weather conditions

- Shorter work schedules or fewer pay periods than usual
 Longer work schedules or more pay periods than usual
 Other reason: _____
 Nothing unusual happened to affect our employment or hours figures.

Survey of Occupational Injuries and Illnesses - Part 1A - Microsoft Internet Explorer provided by Bureau of Labor Statistics

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Print Edit Discuss

Address <https://146.142.45.39/OSH/displayPart1a.do> Go

Part 1A. Establishment Information

Establishment ID: **190056702-2** [Add comments](#)

Please click on the "Update" button to review and revise your contact information.

BLS 2 Mass Ave.
OSH Washington, PR 12345

- Use your completed Calendar Year 2003 *Summary of Work-Related Injuries and Illnesses (OSHA Form 300A)*, and copy the information into the spaces below.
- Use the *worksheets* for Items (1) and (2) if annual average employment and total hours worked is not available from your OSHA 300A.

- Enter the **Annual Average Employment** for 2003.
 [Click Here for a Worksheet to Estimate Employment](#)
- Enter the **Total Hours Worked** for 2003 excluding vacation, sick leave, holidays, and other non-work time.
 [Click Here for a Worksheet to Estimate Total Hours](#)
- Check *any* conditions that might have affected your Annual Average Number of Employees or Total Hours Worked during 2003:

<input type="checkbox"/> Strike or lockout	<input type="checkbox"/> Shorter work schedules or fewer pay periods than usual
<input type="checkbox"/> Shutdown or layoff	<input type="checkbox"/> Longer work schedules or more pay periods than usual
<input type="checkbox"/> Seasonal work	<input type="checkbox"/> Other reason: <input type="text"/>
<input type="checkbox"/> Natural disaster or adverse weather conditions	<input type="checkbox"/> Nothing unusual happened to affect our employment or hours figures.

- Did you have ANY Occupational Injuries or Illnesses during 2003?
 - Yes
 - No (NOTE: Occupational Injuries or Illnesses were previously entered.)

Start | Inboxes - Microsoft O... | RE: Standardizing C... | 3 Windows Explorer | Survey of Occupa... | Dietz thoughts1.DO... | Document7 - Micros... | 10:20 AM

From: <http://www.cs.bris.ac.uk/~cater/PhD/ChangeBlindInfo/Examples.html>

Here are some examples which demonstrate change blindness by the use of mudsplashes, masking rectangles or the flicker paradigm. What these then simulate in the human visual system are blinking, eye saccades or actual mudsplashes on the windscreen of a car.

Central
Interest
Change

Original Picture



Modified Picture
with mudsplashes



Modified Picture



Marginal
Interest
Change



Part 1A: Establishment Information

Establishment ID: **000043254-6** [Add comments](#)

Please click on the "Update" button to review and revise your contact information.

Update

Bureau of Labor Statistics 2 Mass Ave.
OSMR UNIT #1 Washington, DC 20212

- Use your completed Calendar Year 2004 *Summary of Work-Related Injuries and Illnesses (OSHA Form 300A)*, and copy the information into the spaces below.
- Use the *worksheets* for Items (1) and (2) if annual average employment and total hours worked is not available from your OSHA 300A.

1. Enter the **Annual Average Employment** for 2004.

[Click Here for a Worksheet to Estimate Employment](#)

2. Enter the **Total Hours Worked** for 2004 excluding vacation, sick leave, holidays, and other non-work time.

[Click Here for a Worksheet to Estimate Total Hours](#)

3. Check *any* conditions that might have affected your **Annual Average Number of Employees** or **Total Hours Worked** during 2004:

- | | |
|---|---|
| <input type="checkbox"/> Strike or lockout | <input type="checkbox"/> Shorter work schedules or fewer pay periods than usual |
| <input type="checkbox"/> Shutdown or layoff | <input type="checkbox"/> Longer work schedules or more pay periods than usual |
| <input type="checkbox"/> Seasonal work | <input type="checkbox"/> Other reason: <input type="text"/> |
| <input type="checkbox"/> Natural disaster or adverse weather conditions | <input checked="" type="checkbox"/> Nothing unusual happened to affect our employment or hours figures. |

- Did you have ANY Occupational Injuries or Illnesses during 2004?
 Yes
 No **(NOTE: Occupational Injuries or Illnesses were previously entered.)**

Continue

Survey of Occupational Injuries and Illnesses

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Part 1A. Establishment Information

**Please double check the number of Total Hours entered in Question 2.
If correct, please re-enter the same value, then move to the next question.**

Establishment ID: **000043254-6** [Add comments](#)

Please click on the "Update" button to review and revise your contact information.

Update

Bureau of Labor Statistics 2 Mass Ave.
OSMR UNIT #1 Washington, DC 20212

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1. Enter the **Annual Average Employment** for 2004.

[Click Here for a Worksheet to Estimate Employment](#)

2. Enter the **Total Hours Worked** for 2004 excluding vacation, sick leave, holidays, and other non-work time.

[Click Here for a Worksheet to Estimate Total Hours](#)

Bureau of Labor Statistics Internet Data Collection Facility

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Enter Data
What's New?

- Update My Info
 - Change Name
 - Change Password
 - Add BLS Survey
 - Remove BLS Survey
 - Cancel My BLS Account
 - Change Security Option

How Do I...?

Update Respondent Information

Please complete the items below to ensure we have accurate information for you.

Name & Address of Person Completing this Form (* Required Field)

You must enter Street Address

*Your Name

Your Job Title

*Your Company Name

*Address

*City

*State *Zip Code

*Email

*Telephone Ext. Fax

If you have questions or comments please send a mail to: ide.helpdesk@bls.gov

Part 1A: Establishment Information

Establishment ID: **000043254-6** [Add comments](#)

Please click on the "Update" button to review and revise your contact information.

Update

Bureau of Labor Statistics 2 Mass Ave.
OSMR UNIT #1 Washington, DC 20212

- Use your completed Calendar Year 2004 *Summary of Work-Related Injuries and Illnesses (OSHA Form 300A)*, and copy the information into the spaces below.
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1. Enter the **Annual Average Employment** for 2004.

[Click Here for a Worksheet to Estimate Employment](#)

2. Enter the **Total Hours Worked** for 2004 excluding vacation, sick leave, holidays, and other non-work time.

[Click Here for a Worksheet to Estimate Total Hours](#)

3. Check *any* conditions that might have affected your **Annual Average Number of Employees** or **Total Hours Worked** during 2004:

- | | |
|---|---|
| <input type="checkbox"/> Strike or lockout | <input type="checkbox"/> Shorter work schedules or fewer pay periods than usual |
| <input type="checkbox"/> Shutdown or layoff | <input type="checkbox"/> Longer work schedules or more pay periods than usual |
| <input type="checkbox"/> Seasonal work | <input type="checkbox"/> Other reason: <input type="text"/> |
| <input type="checkbox"/> Natural disaster or adverse weather conditions | <input checked="" type="checkbox"/> Nothing unusual happened to affect our employment or hours figures. |

- Did you have ANY Occupational Injuries or Illnesses during 2004?
 Yes
 No **(NOTE: Occupational Injuries or Illnesses were previously entered.)**

Continue

Survey of Occupational Injuries and Illnesses

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Part 1A. Establishment Information

Please double check the number of Total Hours entered in Question 2. If correct, please re-enter the same value, then move to the next question.

Establishment ID: **000043254-6** [Add comments](#)

Please click on the "Update" button to review and revise your contact information.

Update

Bureau of Labor Statistics 2 Mass Ave.
OSMR UNIT #1 Washington, DC 20212

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[Click Here for a Worksheet to Estimate Employment](#)

2. Enter the **Total Hours Worked** for 2004 excluding vacation, sick leave, holidays, and other non-work time.

[Click Here for a Worksheet to Estimate Total Hours](#)

Survey of Occupational Injuries and Illnesses

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Part 1A. Establishment Information

Establishment ID: **000043254-6** [Add comments](#)

Please click on the "Update" button to review and revise your contact information.

Update Bureau of Labor Statistics 2 Mass Ave.
OSMR UNIT #1 Washington, DC 20212

- Use your completed Calendar Year 2004 *Summary of Work-Related Injuries and Illnesses (OSHA Form 300A)*, and copy the information into the spaces below.
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3. Check *any* conditions that might have affected your Annual Average Number of Employees or Total Hours Worked during 2004:
- | | |
|---|---|
| <input type="checkbox"/> Strike or lockout | <input type="checkbox"/> Shorter work schedules or fewer pay periods than usual |
| <input type="checkbox"/> Shutdown or layoff | <input type="checkbox"/> Longer work schedules or more pay periods than usual |
| <input type="checkbox"/> Seasonal work | <input type="checkbox"/> Other reason: <input type="text"/> |



Part 1A. Establishment Information

Establishment ID: **000043254-6** [Add comments](#)

Please click on the "Update" button to review and revise your contact information.

Update Bureau of Labor Statistics 2 Mass Ave.
OSMR UNIT #1 Washington, DC 20212

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1. Enter the **Annual Average Employment** for 2004.
 [Click Here for a Worksheet to Estimate Employment](#)

2. Enter the **Total Hours Worked** for 2004 excluding vacation, sick leave, holidays, and other non-work time.
 [Click Here for a Worksheet to Estimate Total Hours](#)

Please double check the number of Total Hours entered in Question 2. If correct, please re-enter the same value, then move to the next question.

3. Check *any* conditions that might have affected your Annual Average Number of Employees or Total Hours Worked during 2004:
 Strike or lockout Shorter work schedules or fewer pay periods than usual

Part 1A: Establishment Information

Establishment ID: **000043254-6** [Add comments](#)

Please click on the "Update" button to review and revise your contact information.

Update

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[Click Here for a Worksheet to Estimate Employment](#)

2. Enter the **Total Hours Worked** for 2004 excluding vacation, sick leave, holidays, and other non-work time.

[Click Here for a Worksheet to Estimate Total Hours](#)

3. Check *any* conditions that might have affected your **Annual Average Number of Employees** or **Total Hours Worked** during 2004:

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|---|---|
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| <input type="checkbox"/> Shutdown or layoff | <input type="checkbox"/> Longer work schedules or more pay periods than usual |
| <input type="checkbox"/> Seasonal work | <input type="checkbox"/> Other reason: <input type="text"/> |
| <input type="checkbox"/> Natural disaster or adverse weather conditions | <input checked="" type="checkbox"/> Nothing unusual happened to affect our employment or hours figures. |

- Did you have ANY Occupational Injuries or Illnesses during 2004?
 Yes
 No **(NOTE: Occupational Injuries or Illnesses were previously entered.)**

Continue

Survey of Occupational Injuries and Illnesses

Contact Information | How do I...? | Logout



Part 1A. Establishment Information

Establishment ID: **000043254-6** [Add comments](#)

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OSMR UNIT #1 Washington, DC 20212

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 [Click Here for a Worksheet to Estimate Total Hours](#)

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If correct, please re-enter the same value, then move to the next question.**

3. Check *any* conditions that might have affected your Annual Average Number of Employees or Total Hours Worked during 2004:
 Strike or lockout Shorter work schedules or fewer pay periods than usual

Some Links

- <http://www.syntagm.co.uk/design/articles/cb.htm>
- <http://www.cs.bris.ac.uk/~cater/PhD/ChangeBlindInfo/Examples.html>