

# Lessons Learned: Adding Support for a Foreign Language to the CES Data Collection Web Site

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# CES data collection

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- Each month CES surveys about 141,000 businesses and government agencies, representing approximately 486,000 individual worksites
- Reference Period: Pay period including the 12th of the month (varies by reporting establishment)
- 6 different forms based on industry classification (NAICS 2012)

# Challenges facing CES

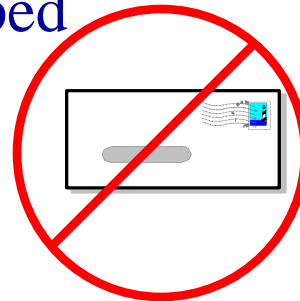
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- Monthly survey
- Voluntary under Federal law
- Respondents typically are in sample 3-5 years, sometimes longer
- Short collection period before first release of the Employment Situation
  - ▶ 10 to 16 days to collect data before 1<sup>st</sup> release
  - ▶ Collect data for weeks after reference month

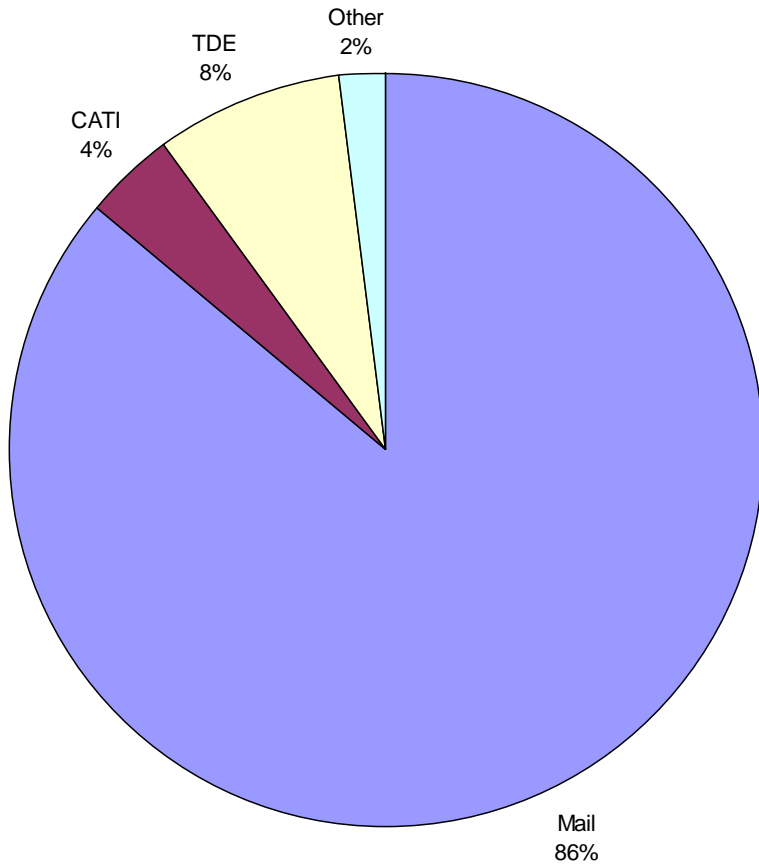
# Automated Collection Methods

In 1984, BLS began to examine alternative collection methods.

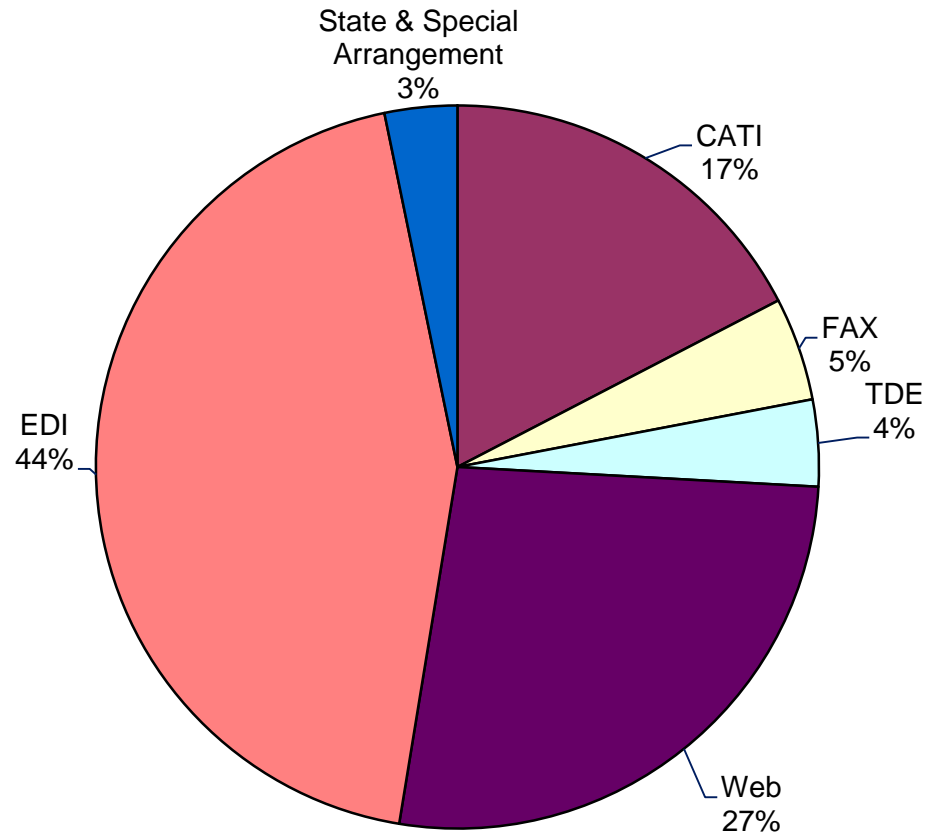
<u>New automated collection modes:</u>	<u>Year</u>
Computer Assisted Telephone Interview (CATI)	1984
Touchtone Data Entry (TDE)	1986
Voice Recognition (VR) – later dropped	1988
Electronic Data Interchange (EDI)	1994
FAX	1995
Electronic Mail/Internet/WWW	1996



# Distribution of CES Sample by Collection Method, 1993 & 2011



1993



2011

# Reasons for additional language option on web

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- Puerto Rico implementing probability sample
  - ▶ More efficient use of resources
  - ▶ Moving some respondents away from mail or personal visits
- Available to any CES respondent

# Lessons

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- 1. Language/Dialect
- 2. Scope
- 3. Resources
- 4. Testing
- 5. Support
- 6. Maintenance

# Language

- What language(s) to offer
  - ▶ CES – Spanish

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[ADA Statement](#) | [Privacy Policy](#) | [Logout](#)

Current Employment Statistics

[Español](#) [Help](#)

Welcome to the Current Employment Statistics Internet data collection site.

Please enter your CES Report Number:  [Forgot report number](#)

- How to alert your respondents
  - ▶ Visible but do not want to offend



# Dialect

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## ■ What Dialect

- ▶ Is there a sub-portion of respondents you are trying to reach
- ▶ Make sure you are not alienating the very group you are trying to reach
- ▶ Certain regions may have nuances to their language
  - Example: Spanish spoken in Puerto Rico is not identical to that spoken in Central America

# Scope

- What web pages will and will not be translated
  - ▶ Are there pages other programs use too?
  - ▶ BLS programs use the same ADA statement, Privacy Policy, and Logout pages

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[Declaración de ADA](#) | [Póliza Privada](#) | [Cerrar](#)

Estadísticas Sobre Empleo

[English](#) [Ayuda](#) 

Bienvenido al portal de Estadísticas Sobre Empleo para el acceso electrónico de datos.

Introduzca su número de informe de CES:  [¿Olvidó el número de informe?](#) 



# Scope

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- Are there pop-ups, help pages, or error messages that will be translated?
- Does the database have to be modified?
  - ▶ Make sure foreign characters can be stored, displayed, and transmitted correctly
- Do other systems have to be modified?
  - ▶ Centralized registry database
- Do you want to track who uses the additional language option?

# Current Employment Statistics

Ayuda | Cerrar

Número de Informe de CES: 660000001

## Grupo de Pago 1

Complete las columnas que aparecen abajo, para el pago semanal de la Nómina

que incluye el 12 de

Nómina:

Comisiones:

	1	2	3	4	5
	Cantidad de empleados	Cantidad de Mujeres empleadas	Nómina, excluya comisiones (Dólares Enteros)	Comisiones pagadas por lo menos una vez al mes (Dólares Enteros)	Horas incluya tiempo extra (Horas Enteros)
<a href="#">Todos los empleados</a>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<a href="#">Trabajadores de Producción</a>	<input type="text"/>		<input type="text"/>	<input type="text"/>	<input type="text"/>
<a href="#">Razón para Cambios Grandes</a>	Use para las Columnas 1-5 (Empleo, Nómina y Horas)				
	<input type="text" value="Nada"/>		<input type="text" value="Nada"/>		



Si tiene preguntas o comentarios, por favor envíe un correo electrónico a: [ceswebhelp@bls.gov](mailto:ceswebhelp@bls.gov)

Versión: 4.1

URL: [https://cesdata.bls.gov/CESLite/content/cesform\\_abce.jsp](https://cesdata.bls.gov/CESLite/content/cesform_abce.jsp)

# CES scope

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- Behind the simple grid
  - ▶ Extensive help system
  - ▶ Over 400 hundred error messages
  - ▶ Pop-up windows
  - ▶ Roll-overs
  - ▶ Drop down menus
  - ▶ Each version of the form has its own grid

# CES Scope

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- Architectural changes
  - ▶ CES was the first respondent website designed at BLS
  - ▶ Simple implementation, best practices have evolved
- Enhancements to website
  - ▶ Opportunity to make changes

# Resources

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- Have dedicated translation resources, who specializes in the language/dialect
  - ▶ Create a glossary of commonly used words so they are translated the same throughout the project
  - ▶ If possible, translate everything before or at the start of the project
  - ▶ Agree with the web developers on the format of the translations (excel, text, word, etc)

# Testing

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- Test all versions of the website
  - ▶ Especially if updating architectural changes
- Click on all the links
  - ▶ Hyperlinks, help
- Force error messages
- Try to break the system



# Testing

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- Multiple eyes, experience levels
  - ▶ In addition to the dedicated testers
- Multiple browsers if possible
  - ▶ Additional language option may be the default depending on options selected on respondents web browser

# Support

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- Will there be a special phone number to call for help in additional languages?
  - ▶ CES has 1 toll free # for all web respondents
- Dedicated staff to answer emails?
- Prompts (either phone or email)
  - ▶ CES email prompts are in English
- Edit and reconciliation follow-up
  - ▶ CES has Spanish speaking resources

# Maintenance

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- Even simple changes become slightly more complex
  - ▶ Double the amount of possibilities where things could go wrong
- If changing text, will have to provide translation
- More time for testing is required

# Contact Information

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BLS homepage <http://www.bls.gov>  
CES homepage <http://www.bls.gov/ces/>  
CES respondents page  
<http://www.bls.gov/respondents/ces/home.htm>

