



Village of Homer Glen National Citizen Survey *Frequently Asked Questions*

1. What is the National Citizen Survey?

The National Citizen Survey is the premier citizen survey service from the International City/County Management Association (ICMA) and National Research Center, Inc. (NRC).

2. What are the survey questions asking?

The survey questions are intended to measure eight aspects of community livability: community engagement, education and enrichment, recreation and wellness, economy, built environment, natural environment, safety and mobility. Several questions also seek respondent's opinions on future priorities for the Village. The survey also includes a series of demographic questions.

3. How long is the survey?

The survey is approximately 5 pages in length.

4. Were all Homer Glen residents invited to take the survey?

Only 1,500 households in the Village will be randomly chosen by NRC to participate in the survey.

5. If my household was selected for the survey, when will I receive the survey?

Selected households will receive a pre-notification postcard by mail the week of April 16. The following week, the survey, along with a postage-paid return envelope, will arrive by mail at their home.

6. Are my responses to the survey anonymous?

Yes.

7. How did you get my address?

Your address was sampled at random from a list of all addresses from the post office. This is a standard service offered by the post office. It is not a Village file and no household member is named in the file.

8. I received the survey, and while I own the property that it was sent to, I don't live there. What should I do?

The resident of the property should complete the survey.

9. I rarely leave my home and am not very involved in the community. Should I really complete the survey?

Yes, the Village is here to serve all residents, and it is important to us that we get feedback from a complete cross-section of our residents.

10. If I filled out the survey when I first received it, should I fill it out again now that I have received a second copy?

No, please don't fill it out again. Because responses are anonymous, we don't know who already completed a survey. Since we only want one response from each person, those who already sent in a survey should not return another one. The second copy is distributed as a reminder to all people selected to be a participant.

11. How were survey participants chosen by the NRC?

To choose the survey recipients, a systematic sampling method was applied to the list of households previously screened for geographic location within the Village limits. Systematic sampling is a procedure whereby a complete list of all possible households is culled, selecting every Nth one, giving each eligible household a known probability of selection, until the appropriate number of households is selected. In general, because of the random sampling techniques used, the displayed sampling density will closely mirror the overall housing unit density (which may be different from the population density).

12. Why do the instructions on the survey state that the “*adult (age 18 or older) in the household who most recently had a birthday*” should complete the survey?

The birthday method selects a person within the household by asking the “person whose birthday has most recently passed” to complete the questionnaire. This is one more way of randomizing the survey sample by gathering survey responses from a variety of age groups. The underlying assumption in this method is that day of birth has no relationship to the way people respond to surveys.

13. Are the results of the survey truly reflective of the community?

The final step in ensuring that the results are reflective of the entire community is to weight the data. 1,500 households are selected to participate in the survey. The demographic characteristics of the survey sample will be compared to those found in the 2010 Census and American Community Survey estimates for adults in the Village of Homer Glen. The primary objective of weighting survey data is to make the survey sample reflective of the larger population of the community.

14. If my household was not selected as a survey participant, are there other opportunities to voice my opinion?

An opt-in web survey will be conducted in addition to the scientific, random-sampled survey. Results from the web survey will be reported separately. Those wishing to complete the web survey may do so through the Village website in late May or early June.

Please call 708-301-0632 or email village@homerglenil.org with any questions regarding the Village of Homer Glen's National Citizen Survey.