

The Bureau of Justice Statistics has upgraded the Crime Victimization Survey (CVS) software, enhancing the data export features, improving the call list management options, and expanding the help section. The screen captures that appear throughout this manual do not reflect the new features present in the software upgrade. Additional portions of this manual effected by the upgrade are outlined below.

## Section 1: Administering CVS

**Setting System Options** (page 36) -Several new options have been added under this section.

- *Disable Modem Dialout:* Enabling this option allows Administrators to avoid receiving the following warning message at startup: “*Survey Desktop was unable to find a telephone device or modem to use to dial voice calls. In control panel, double click the Modems icon to install a modem or install another telephone device to use for dialing calls.*”
- *Sort by Order Field:* This option facilitates case scheduling, allowing CVS users to sort cases by call back time, phone number, status, label, date, and other fields. Cases were previously sorted by callback time and phone number only.
- *No Dial List Mode:* Use this option to disable the dialing and scheduling module. In this case operators open and create new cases via the Open and New buttons.
- *Split Multiple Choice Answers:* This option effects the output files generated by CVS. By default, multiple choice answers are coded into a single output field of the form 110010, where a one indicates the choice was selected and a zero indicates that it was not. Select the Split Multiple Choice Answers option to generate output files that split this single output field into multiple output fields — one for each possible answer.

**Editing Call Lists** (page 55)

Call lists **can** now be viewed and edited from within the software. A new option, *View and Edit Call Lists* has been added under the Administrator option of the menu bar.

**Appendix A: Important Contact Numbers**

**Ordering CVS** Version 1.3 of the CVS software is not available on CD-Rom. Version 1.3 of the software may be downloaded from the Bureau of Justice Statistics Web site at <http://www.ojp.usdoj.gov/bjs/pub/software/cvs/cvsdnld.htm>.

**Technical Support** The BJS Clearinghouse, a component of the National Criminal Justice Reference Service (NCJRS), provides assistance to CVS users. Call 1-800-851-3420 to speak with an Information Specialist or email your questions to the BJS Clearinghouse at [askcvs@ncjrs.org](mailto:askcvs@ncjrs.org).

**Web Site** Visit the Criminal Victimization Survey software section of the BJS Web site at <http://www.ojp.usdoj.gov/bjs/abstract/cvs.htm> for answers to Frequently Asked Questions (FAQs), CVS listserv information, and much more.

**Appendix B: Answers to Frequently Asked Questions** (page 140)

Additional user support information is available on the Criminal Victimization Survey software FAQs section of the BJS Web site at <http://www.ojp.usdoj.gov/bjs/pub/software/cvsfaq.htm>. Additionally, CVS users are encourage to share their questions and experiences with the CVS software through the CVS listserv. To join the CVS electronic listserv:

- ✓ Send a message to [listproc@ncjrs.org](mailto:listproc@ncjrs.org)
- ✓ Leave the subject line blank
- ✓ In the body of the message, type:
- ✓ Subscribe cvs <your name> (e.g., subscribe cvs John Doe)