Often, part or all of the data are missing for a subject. This handout will describe the various types of missing data and common methods for handling it. The readings can help you with the more advanced methods.

I. Types of missing data. There are several useful distinctions we can make.

- **Random versus selective loss of data.** A researcher must ask why the data are missing. In some cases the loss is completely at random (MCAR), i.e. the absence of values on an IV is unrelated to Y or other IVs. Also, as Allison notes (p. 4) “Data on Y are said to be missing at random (MAR) if the probability of missing data on Y is unrelated to the value of Y, after controlling for other variables in the analysis…For example, the MAR assumption would be satisfied if the probability of missing data on income depended on a person’s marital status, but within each marital status category, the probability of missing income was unrelated to income.” Unfortunately, in survey research, the loss often is not random. Refusal or inability to respond may be correlated with such things as education, income, interest in the subject, geographic location, etc. Selective loss of data is much more problematic than random loss.

- **Missing by design; or, not asked or not applicable.** These are special cases of random versus selective loss of data. Sometimes data are missing because the researcher deliberately did not ask the question of that particular respondent. For example, prior to 2010 there was a “short” version of the census (answered by everyone) and a “long” version that was only answered by 20%. This can be treated the same as a random loss of data, keeping in mind that the loss may be very high.

Other times, *skip patterns* are used to only ask questions of respondents with particular characteristics. For example, only married individuals might be asked questions about family life. With this selective loss of data, you must keep in mind that the subjects who were asked questions are probably quite different than those who were not (and that the question may not have been asked of others because it would not make any sense for them).
In can be quite frustrating to think you've found the perfect question, only to find that 3% of your sample answered it! However, keep in mind that, many times, most subjects actually may be answering the same or similar questions, but at different points in the questionnaire. For example, married individuals may answer question 37 while unmarried individuals are asked the same thing in question 54 (perhaps with a slight change of wording to reflect the differences in marital status). Hence, it may be possible to construct a more or less complete set of data by combining responses from several questions. Often, the collectors or distributors of the data have already done this for you.

- **Many versus few missing data and their pattern.** Is only 1% of the data missing, or 40%? Is there much data missing from a few subjects or a little data missing from each of several subjects? Is the missing data concentrated on a few IVs or is it spread across several IVs?

II. Traditional (and sometimes flawed) alternatives for missing data

We will discuss several different alternatives here. We caution in advance that, while many of these methods have been widely used, some are very problematic and their use is not encouraged (although you should be aware of them in case you encounter them in your reading.) Appendix A shows how Stata and SPSS can handle some of the basic methods, while Appendix B gives some simple problems where one might be tempted to use these methods.

- **Compare the missing and non-missing cases on variables where information is not missing.** Whatever strategy you follow you may be able to add plausibility to your results (or detect potential biases) by comparing sample members on variables that are not missing. For example, in a panel study, some respondents will not be re-interviewed because they could not be found or else refused to participate. You can compare respondents and non-respondents in terms of demographic characteristics such as race, age, income, etc. If there are noteworthy differences, you can point them out, e.g. lower-income individuals appear to be underrepresented in the sample. Similarly, you can compare individuals who answered a question with those who failed to answer. Alternatively, sometimes you may have external information you can draw on, e.g. you know what percentage of the population is female or black, and you can compare your sample’s characteristics with the known population characteristics.

- **Dropping variables.** When, for one or a few variables, a substantial proportion of cases lack data, the analyst may simply opt to drop the variables. This is no great loss if the variables had little effect on Y anyway. However, you presumably would not have asked the question if you did not think it was important. Still, this is often the best or at least most practical approach. A great deal of missing data for an item might indicate that a question was poorly worded, or perhaps there were problems with collecting the data.

- **Dropping subjects, i.e. listwise (also called casewise) deletion of missing data.** Particularly if the missing data is limited to a small number of the subjects, you may just opt to eliminate those cases from the analysis. That is, if a subject is missing data on any of the variables used in the analysis, it is dropped completely. The remaining cases, however, may not be representative of the population. Even if data is missing on a random basis, a listwise deletion of cases could result in a substantial reduction in sample size, if many cases were missing data on at least one variable. My guess is that listwise deletion is the most common
approach for handling missing data, and it often works well, but you should be aware of its
limitations if using it.

Another thing to be careful of, when using listwise deletion, is to make sure that your
selected samples remain comparable when you are doing a series of analyses. Suppose, for
example, you do one regression where the IVs are X1, X2, and X3. You do a subsequent
analysis with those same three variables plus X4. The inclusion of X4 (if it has missing data)
could cause the sample size to decline. This could affect your tests of statistical significance.
You might, for example, conclude that the effect of X3 becomes insignificant once X4 is
controlled for – but this could be very misleading if the change in significance was the result
of a decline in sample size, rather than because of any effect X4 has.

Also, if the X4 cases are missing on a nonrandom basis, your understanding of how variable
effects are interrelated could also get distorted. For example, suppose X1-X3 are asked of all
respondents, but X4 is only asked of women. You might see huge changes in the estimated
effects of X1-X3 once X4 was added. This might occur only because the samples analyzed
are different, e.g. if you only analyzed women throughout the effects of X1-X3 might change
little once X4 was added.

In Stata, there are various ways to keep your sample consistent. For example,

```
. gen touse = !missing(y, x1, x2, x3, x4)
. reg y x1 x2 x3 if touse
```

The variable touse will be coded 1 if there is no missing data in any of the variables
specified; otherwise it will equal 0. The `if` statement on the `reg` command will limit the
analysis to cases with nonzero values on touse (i.e. the cases with data on all 5 variables).

Yet another possibility is to use the `e(sample)` function. In effect, cases are coded 1 if they
were used in the analysis, 0 otherwise. So, run the most complicated model first, and then
limit subsequent analyses to the cases that were used in that model, e.g.

```
. reg y x1 x2 x3 x4 x5
. reg y x1 x2 x3 if e(sample)
```

The `nestreg` prefix is another very good approach when you are estimating a series of
nested models, e.g. first you estimate the model with x1 x2 x3, then you estimate a model
with x1 x2 x3 x4 x5, etc. `nestreg` does listwise deletion on all the variables, and will also
give you incremental F tests showing whether the variables added in each step are
statistically significant, e.g.

```
. nestreg: reg y (x1 x2 x3) (x4 x5)
```

**Warning!** The remaining options have often been used in the past but their use is usually
discouraged today.
• **The “missing-data correlation matrix,” i.e. pairwise deletion of missing data.** Such a matrix is computed by using for each pair of variables (Xᵢ, Xⱼ) as many cases as have values for both variables. That is, when data is missing for either (or both) variables for a subject, the case is excluded from the computation of rᵢⱼ. In general, then, different correlation coefficients are not necessarily based on the same subjects or the same number of subjects.

This procedure is sensible if (and only if) the data are randomly missing. In this case, each correlation, mean, and standard deviation is an unbiased estimate of the corresponding population parameter. If data are not missing at random, several problems can develop:

- The pieces put together for the regression analysis refer to systematically different subsets of the population, e.g. the cases used in computing r₁₂ may be very different than the cases used in computing r₃₄. Results cannot be interpreted coherently for the entire population or even some discernible subpopulation.

- One can obtain a missing-data correlation matrix whose values are mutually inconsistent, i.e. it would be mathematically impossible to obtain such a matrix with any complete population (e.g. such a matrix might produce a multiple R² of -.3!) It may be even worse, though, if you do get a consistent matrix. With an impossible matrix, you'll receive some sort of warning that the results are implausible, but with a consistent matrix the results might seem OK even though they are total nonsense.

Also, even if data are missing randomly, pairwise deletion is only practical for statistical analyses where a correlation matrix can be analyzed, e.g. OLS regression. It does not work for techniques like logistic regression.

For these and other reasons, pairwise deletion is not widely used or recommended. I would probably feel most comfortable with it in cases where only a random subset of the sample had been asked some questions while other questions had been answered by everyone, such as in the Census.

• **Nominal variables: Treat missing data as just another category.** Suppose the variable Religion is coded 1 = Catholic, 2 = Protestant, 3 = Other. Suppose some respondents fail to answer this question. Rather than just exclude these subjects, we could just set up a fourth category, 4 = Missing Data (or no response). We could then proceed as usual, constructing three dummy variables from the four category variable of religion. This method has been popular for years – but according to Allison & others, it produces biased estimates.

• **Substituted (plugged in) values, i.e. (Single) Imputation.** A common strategy, particularly if the missing data are not too numerous, is to substitute some sort of plausible guess [imputation] for the missing data. Common choices include:

  - The overall mean
  - An appropriate subgroup mean (e.g. the mean for blacks or for whites)
  - A regression estimate (i.e. for the non-MD cases, regress X on other variables. Use the resulting regression equation to compute X when X is missing)

Unfortunately, these strategies tend to reduce variability and can artificially increase R² and decrease standard errors. According to Allison, "All of these [single] imputation methods suffer from a fundamental problem: Analyzing imputed data as though it were complete data produces
standard errors that are underestimated and test statistics that are overestimated. Conventional analytic techniques simply do not adjust for the fact that the imputation process involves uncertainty about the missing values.”

- **Substituted (plugged in) value plus missing data indicator.** Cohen and Cohen (1975) advocated a procedure that Allison calls “Dummy variable adjustment”. This strategy proceeds as follows:
  - Plug in some arbitrary value for all MD cases (typically 0, or the variable's mean)
  - Include in the regression a dummy variable coded 1 if data in the original variable was missing (i.e. a value has been plugged in for MD), 0 otherwise.

This approach keeps cases in that would otherwise be dropped. The t-test of the coefficient for the missing data dichotomy then (supposedly) indicates whether or not data are missing at random.

HOWEVER, while this technique has been used for many years (including, unfortunately, in earlier versions of this class!) Allison and others have recently been critical of it. Allison calls this technique “remarkably simple and intuitively appealing.” But unfortunately, “the method generally produces biased estimates of the coefficients.” See his book for examples. In the 2003 edition of their book, Cohen and Cohen no longer advocate missing data dummies and acknowledge that they have not been widely used.

**NOTE!!!** Buried in footnote 5 of Allison’s book is a very important point that is often overlooked (Thanks to Richard Campbell from Illinois-Chicago for pointing this out to me):

*While the dummy variable adjustment method is clearly unacceptable when data are truly missing, it may still be appropriate in cases where the unobserved value simply does not exist. For example, married respondents may be asked to rate the quality of their marriage, but that question has no meaning for unmarried respondents. Suppose we assume that there is one linear equation for married couples and another equation for unmarried couples. The married equation is identical to the unmarried equation except that it has (a) a term corresponding to the effect of marital quality on the dependent variable and (b) a different intercept. It’s easy to show that the dummy variable adjustment method produces optimal estimates in this situation.*

So, for example, you might have questions about mother’s education and father’s education, but the father is unknown or was never part of the family. Or, you might have spouse’s education, but there is no spouse. In such situations, the dummy variable adjustment method may be appropriate. Conversely, if there is a true value for father’s education but it is missing, Allison says the dummy variable adjustment method should not be used.
Appendix A: Using Stata & SPSS for traditional missing data methods

A-1. SPSS

First, a caution: While I am going to show you how to implement various methods using SPSS and Stata, in most cases you may be as well off or better off just using listwise deletion or dropping highly problematic variables that have a lot of MD. If you feel your missing data problems are extremely severe, you should consider using more advanced techniques than what we discuss here.

A second caution: When using SPSS, Stata, or any program, be careful about permanently overwriting your original data. If you are going to “plug in” values for missing data, you may want to first create a copy of the original variable and then work on it.

A third caution: If you are only analyzing a subsample of the data (e.g. women only) you want to be careful that your “plugged in” values are not computed from the entire sample. In either SPSS or Stata, you may want to create an extract with only the cases you want first, or otherwise control the sample selection that is being used. In general, when manipulating your data, run checks to make sure things are coming out the way you wanted them too!!!

A fourth caution: SPSS is often really bad about maintaining consistency in syntax across time. I can’t guarantee that this syntax will work with whatever version of SPSS you are using.

SPSS has an added-cost routine specifically designed to examine missing data. I haven’t seen it, but it sounds interesting. Using more traditional SPSS features:

To assign the mean value to a variable:

• First, determine the mean of the variable, e.g. have something like
  DESCRIPTIVES VARIABLES=VAR01

• Then, do something like
  RECODE VAR01 (MISSING, SYSMIS = 32).

To assign a subgroup mean:

• First, determine the subgroup mean, e.g. have something like
  MEANS TABLES=VAR01 BY RACE

• Then, do something like
  IF (RACE = 1 AND MISSING(VAR01)) VAR01 = 29.
  IF (RACE = 2 AND MISSING(VAR01)) VAR01 = 33.

To do mean substitution and create an MD indicator:

• Determine the mean

• Then, do something like
  DO IF (MISSING(VAR01)).
    COMPUTE MD01 = 1.
    COMPUTE VAR01 = 32.
  ELSE.
    COMPUTE MD01 = 0.
  END IF.
To substitute a regression estimate for the mean: Run a regression where your IV is the dependant variable. Then, using the beta coefficients, do something like

IF (MISSING(VAR01)) VAR01 = 2X1 + 3X2 + 7.

To control whether SPSS Regression uses listwise, pairwise, or mean substitution: On the regression card, use the MISSING subcommand. Here is the SPSS documentation.

MISSING Subcommand

MISSING controls the treatment of cases with missing values. By default, a case that has a user-missing or system-missing value for any variable named or implied on VARIABLES is omitted from the computation of the correlation matrix on which all analyses are based.

• The minimum specification is a keyword specifying a missing-value treatment.

LISTWISE Delete cases with missing values listwise. Only cases with valid values for all variables named on the current VARIABLES subcommand are used. If INCLUDE is also specified, only cases with system-missing values are deleted listwise. LISTWISE is the default if the MISSING subcommand is omitted.

PAIRWISE Delete cases with missing values pairwise. Each correlation coefficient is computed using cases with complete data for the pair of variables correlated. If INCLUDE is also specified, only cases with system-missing values are deleted pairwise.

MEANSUBSTITUTION Replace missing values with the variable mean. All cases are included and the substitutions are treated as valid observations. If INCLUDE is also specified, user-missing values are treated as valid and are included in the computation of the means.

INCLUDE Includes cases with user-missing values. All user-missing values are treated as valid values. This keyword can be specified along with the methods LISTWISE, PAIRWISE, or MEANSUBSTITUTION.

Example

REGRESSION VARIABLES=POP15,POP75,INCOME,GROWTH,SAVINGS
/DEPENDENT=SAVINGS
/METHOD=STEP
/MISSING=MEANSUBSTITUTION.

• System-missing and user-missing values are replaced with the means of the variables when the correlation matrix is calculated.
A-2. Stata

Again, I preface my comments by saying that you generally don’t want to use most of these methods! As far as traditional methods go, listwise deletion tends to work as well or better as anything else.

Some things are easier to do in Stata than in Spss. While there are many ways to compute new variables with corrections for missing data, I find that the `impute` command is very handy. The basic syntax for `impute` is

```
impute depvar varlist [weight] [if exp] [in range], generate(newvar1)
```

The `generate` parameter creates a variable called `newvar1` (you can call it whatever you want). If the original variable (`depvar`) is not missing, `newvar1` = the original value. If `depvar` is missing, `newvar1` is set equal to a regression estimate computed using the vars in `varlist`. That is, `depvar` is regressed on `varlist`. If some of the vars in `varlist` themselves have missing data, the regression estimate will be based only on the nonmissing variables. If `depvar` and all the vars in `varlist` are missing, `newvar1` will also be missing, otherwise it will have a value.

First, here are some summary statistics for the data set I am using. As you can see, 95 cases are missing on `educ`, and the rest have complete data.

```
. use https://www3.nd.edu/~rwilliam/statafiles/md.dta, clear
. sum
```

<table>
<thead>
<tr>
<th>Variable</th>
<th>Obs</th>
<th>Mean</th>
<th>Std. Dev.</th>
<th>Min</th>
<th>Max</th>
</tr>
</thead>
<tbody>
<tr>
<td>income</td>
<td>500</td>
<td>27.79</td>
<td>8.973491</td>
<td>5</td>
<td>48.3</td>
</tr>
<tr>
<td>educ</td>
<td>405</td>
<td>13.01728</td>
<td>3.974821</td>
<td>2</td>
<td>21</td>
</tr>
<tr>
<td>jobexp</td>
<td>500</td>
<td>13.52</td>
<td>5.061703</td>
<td>1</td>
<td>21</td>
</tr>
<tr>
<td>black</td>
<td>500</td>
<td>.2</td>
<td>.4004006</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>other</td>
<td>500</td>
<td>.1</td>
<td>.3003005</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>white</td>
<td>500</td>
<td>.7</td>
<td>.4587165</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>race</td>
<td>500</td>
<td>1.4</td>
<td>.6639893</td>
<td>1</td>
<td>3</td>
</tr>
</tbody>
</table>

To assign the mean value to a variable:

Here is how we can do it with the `impute` command:

```
. gen one = 1
. impute educ one, gen(xeduc1)
19.00% (95) observations imputed
. sum xeduc1
```

```
<table>
<thead>
<tr>
<th>Variable</th>
<th>Obs</th>
<th>Mean</th>
<th>Std. Dev.</th>
<th>Min</th>
<th>Max</th>
</tr>
</thead>
<tbody>
<tr>
<td>educ</td>
<td>405</td>
<td>13.01728</td>
<td>3.974821</td>
<td>2</td>
<td>21</td>
</tr>
<tr>
<td>xeduc1</td>
<td>500</td>
<td>13.01728</td>
<td>3.576498</td>
<td>2</td>
<td>21</td>
</tr>
</tbody>
</table>
```

In this case, `educ` is regressed only on a constant, yielding a predicted value equal to the mean of `educ`. Hence, `xeduc1 = educ` when `educ` is not missing, `xeduc = the mean of educ` when `educ` is missing. In other words, the 95 missing cases all got assigned a value of 13.01728 on `xeduc1`. As
you see, however you do it, educ and xeduc have the same mean, but xeduc1 has no missing cases. The standard deviation declines because there is no variability in the plugged-in values.

To do mean substitution and create an MD indicator:

You could do something like this:

```
. gen md = 0
. replace md = 1 if xeduc1!=educ
```

If the original variable does not equal the imputed variable, that means a value was plugged in for missing cases. In such cases, md = 1. If educ does equal xeduc1, then no value was plugged in, and md = 0.

Again, if the data are missing because they are non-existent, rather than missing because values exist but are unknown, this could be a good method.

To assign a subgroup mean:

The tab command can show us what the subgroup means are:

```
. tab race, sum(educ)
```

```
|           Summary of educ
<table>
<thead>
<tr>
<th>race</th>
<th>Mean   Std. Dev.       Freq.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>14.072202 3.5997967</td>
</tr>
<tr>
<td>2</td>
<td>9.9302326 4.3865857</td>
</tr>
<tr>
<td>3</td>
<td>12.380952 .79487324</td>
</tr>
<tr>
<td>Total</td>
<td>13.017284 3.9748214</td>
</tr>
</tbody>
</table>
```

Using the impute command:

```
. impute educ black white other, gen(xeduc2)
19.00% (95) observations imputed
. tab race, sum(xeduc2)
```

```
|       Summary of imputed educ
<table>
<thead>
<tr>
<th>race</th>
<th>Mean   Std. Dev.       Freq.</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>14.072202 3.2012515</td>
</tr>
<tr>
<td>2</td>
<td>9.9302326 4.0646063</td>
</tr>
<tr>
<td>3</td>
<td>12.380952 .72709601</td>
</tr>
<tr>
<td>Total</td>
<td>13.074683 3.6365787</td>
</tr>
</tbody>
</table>
```

As you see, the subgroup means are identical to before, but there are no missing cases. Each missing case had the mean value for its racial subgroup plugged in.
To substitute a regression estimate for missing values:

Just specify whatever vars you want to base your regression estimate (just be careful not to use the Y variable):

```
. impute educ jobexp black other white, gen(xeduc3)
```

```
19.00% (95) observations imputed
```

```
. sum educ xed*
```

```
<table>
<thead>
<tr>
<th>Variable</th>
<th>Obs</th>
<th>Mean</th>
<th>Std. Dev.</th>
<th>Min</th>
<th>Max</th>
</tr>
</thead>
<tbody>
<tr>
<td>educ</td>
<td>405</td>
<td>13.0173</td>
<td>3.974821</td>
<td>2</td>
<td>21</td>
</tr>
<tr>
<td>xeduc1</td>
<td>500</td>
<td>13.0173</td>
<td>3.576498</td>
<td>2</td>
<td>21</td>
</tr>
<tr>
<td>xeduc2</td>
<td>500</td>
<td>13.0747</td>
<td>3.636579</td>
<td>2</td>
<td>21</td>
</tr>
<tr>
<td>xeduc3</td>
<td>500</td>
<td>13.0821</td>
<td>3.659779</td>
<td>2</td>
<td>21</td>
</tr>
</tbody>
</table>
```

```
. tab race, sum(xeduc3)
```

```
<table>
<thead>
<tr>
<th>race</th>
<th>Summary of imputed educ</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Mean</td>
</tr>
<tr>
<td>1</td>
<td>14.071926</td>
</tr>
<tr>
<td>2</td>
<td>9.9475566</td>
</tr>
<tr>
<td>3</td>
<td>12.422792</td>
</tr>
<tr>
<td>Total</td>
<td>13.082139</td>
</tr>
</tbody>
</table>
```

In this particular example, jobexp is not that strongly related to education, hence including it as one of the predictors of education did not have much of an effect on the estimated values over and above what we got when we just used the subgroup differences in the means.

Again, keep in mind that the `impute` command will form a regression estimate based on all the nonmissing variables in varlist. So, for example, if a case was missing on both educ and jobexp, the imputation would be based on the regression of educ on black, other and white for all cases that were not missing on those variables. Unless a case is missing data on all the variables specified, `impute` will give a non-missing value for the imputed variable.

To control whether Stata Regression uses listwise, pairwise, or mean substitution:

Stata uses listwise deletion. As far as I know, there is no straightforward way to use pairwise deletion (if you desperately wanted it, I suppose you could compute the pairwise correlations and then use the `corr2data` command to create a data set with the desired correlations). If you want to do mean substitution, you’d have to compute the vars yourself, using methods like those described above.
Appendix B: Some simple examples from previous exams

1. A researcher collected the following data:

<table>
<thead>
<tr>
<th>Case #</th>
<th>Y</th>
<th>X1</th>
<th>X2</th>
<th>X3</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>30</td>
<td>2</td>
<td>Missing</td>
<td>12</td>
</tr>
<tr>
<td>2</td>
<td>37</td>
<td>2</td>
<td>1</td>
<td>Missing</td>
</tr>
<tr>
<td>3</td>
<td>41</td>
<td>3</td>
<td>1</td>
<td>20</td>
</tr>
<tr>
<td>4</td>
<td>42</td>
<td>1</td>
<td>Missing</td>
<td>16</td>
</tr>
<tr>
<td>5</td>
<td>45</td>
<td>3</td>
<td>2</td>
<td>Missing</td>
</tr>
<tr>
<td>6</td>
<td>49</td>
<td>1</td>
<td>2</td>
<td>27</td>
</tr>
<tr>
<td>7</td>
<td>51</td>
<td>Missing</td>
<td>1</td>
<td>30</td>
</tr>
<tr>
<td>8</td>
<td>55</td>
<td>3</td>
<td>2</td>
<td>33</td>
</tr>
<tr>
<td>9</td>
<td>58</td>
<td>Missing</td>
<td>2</td>
<td>19</td>
</tr>
<tr>
<td>10</td>
<td>60</td>
<td>2</td>
<td>Missing</td>
<td>24</td>
</tr>
</tbody>
</table>

a. Suppose the researcher believes that data are missing on a random basis, i.e. those who did not respond are no different than those who did. What would you recommend for her—pairwise deletion of missing data, or listwise deletion? Why?

Listwise deletion would result in 70% of the cases being deleted. Because data are missing randomly and MD is spread across several variables, pairwise deletion might be a reasonable option in this case, or multiple imputation. Still, I would probably do further examination to find out why so many cases were missing some data, i.e. I would want to be confident that the data really are missing randomly. This might occur in situations where, say, only random subsamples are asked some questions, such as in the short and long forms of the Census questionnaire.

b. Suppose the researcher believes that data may be missing on a non-random basis. What would you recommend for her—substitution of the mean for MD cases, or substitution of the mean plus including missing data dichotomies? Why?

In the past I recommended using the Cohen and Cohen method: substitute the mean for the MD cases, and then add a missing data dichotomy. A significant coefficient for the dichotomy supposedly indicated that data were missing on a non-random basis. That method has now been discredited however. The researcher probably needs to better understand the reasons data are missing before deciding on a strategy. For example, are data missing because the question was not appropriate for the respondent (e.g. questions about marital satisfaction should not be asked of people who are not married)? Are they missing because some subjects refused to talk about sensitive topics? Were there problems with the questionnaire or with the data collection?

However, if the data are missing because they are non-existent (e.g. the question pertains to the spouse but there is no spouse) the Cohen and Cohen dummy variable adjustment method may be appropriate.