

# Session 4B: Case Management

**Workshop on Computer Assisted Personal Interviewing (CAPI)**

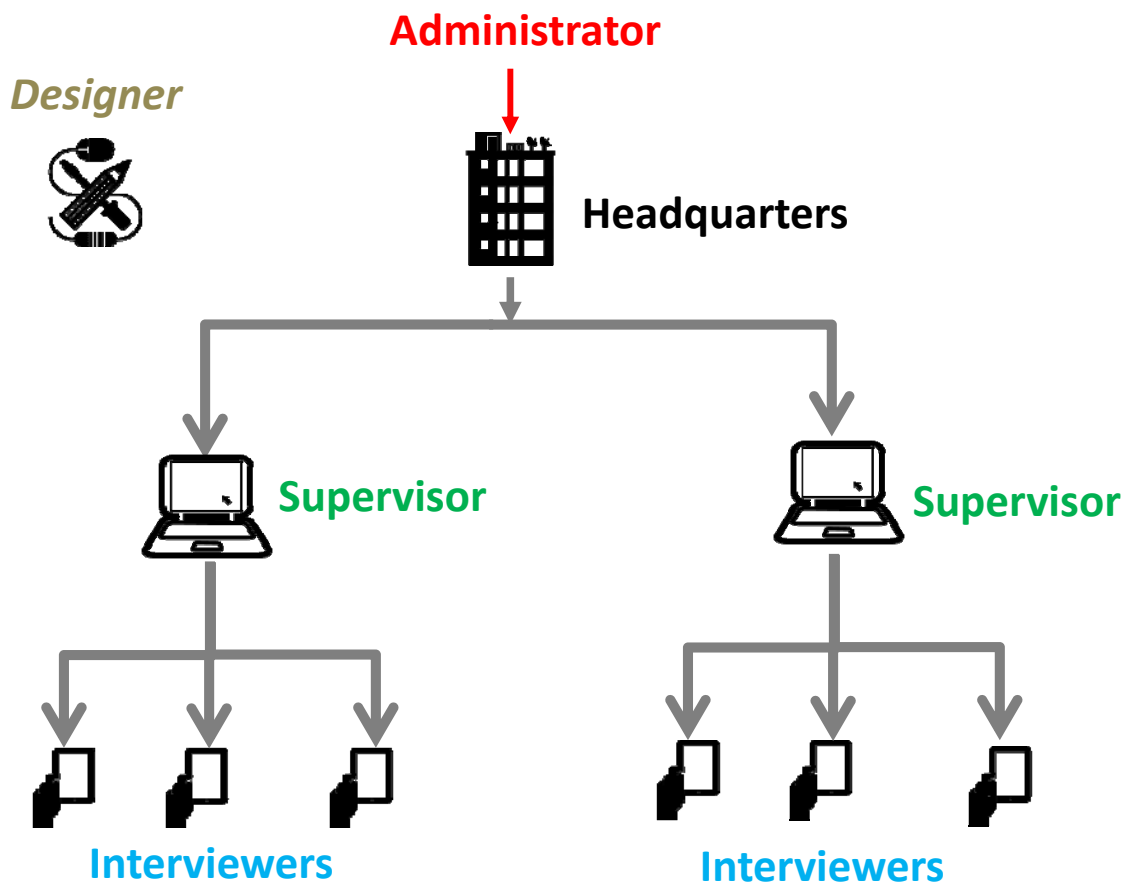
31 July – 4 August 2017, Chiba, Japan



## Outline

- Differences b/t Admin, HQ, and Supervisor
- Introduction to Admin, Headquarters and Supervisors
- Headquarters primary functions in SuSo
- Supervisor primary functions in SuSo
- HQ and Supervisor primary responsibilities in SuSo

## Differences b/t Admin, HQ, and Supervisor



# Administrator

- Functionalities:
  - Create and assign Headquarters role
  - Clean the server by removing data
- Location: Server – URL provided by World Bank or Hosting institution
- Has highest level of access
- Trusted
- Kept secure, not widely shared



# Headquarters

- Functionalities:
  - Create and assign roles for Supervisors
  - Import questionnaire from designer
  - Approve/reject questionnaires
  - Use reporting tools to monitor data collection
  - Export Data (separate session)
- Location: Server – URL provided by World Bank or Hosting institution

## Headquarters – functions w/i SS

- Create and manage teams by:
  - Adding Supervisors
  - Adding Interviewers
  - Import questionnaires (add prefilled data when appropriate)
  - Assigning interviews to Supervisors
- Monitor progress of data collection by:
  - Generating Reports
  - Reviewing sync logs
- Monitor data quality by:
  - Reviewing completed questionnaires

## Headquarters – functions o/s SS

- Headquarters is responsible for the overall organization of the data collection. This includes survey design, sampling strategy, data management, logistics, etc.
- As headquarters has an overview of ALL data collected, it is ideally positioned to export and tabulate data in real time to ensure that the targeted precision is being achieved.



## Supervisor

- Functionalities:
  - Assign cases to interviews
  - Approve/reject questionnaires
  - Use reporting tools to monitor data collection
- Location: Server – URL provided by World Bank or Hosting institution

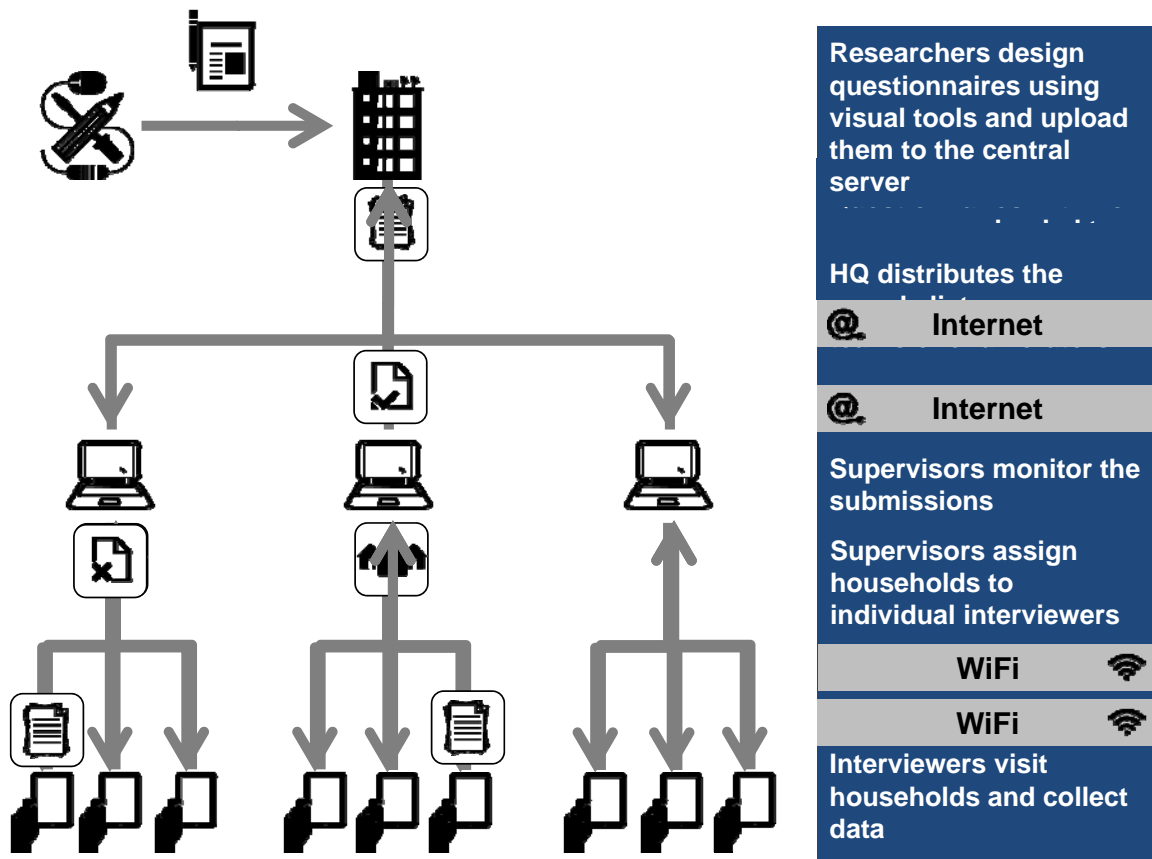
## Supervisor – functions w/i SS

- Manage data collection by:
  - Assigning Interviews to Interviewers
- Monitor progress of data collection by:
  - Generating Reports
  - Reviewing sync logs
- Monitor quality of data by:
  - Reviewing completed questionnaires

## Supervisor – functions o/s SS

- Supervisors do not conduct interviews, but play an important role in the data collection process by:
  - Making sure enumerators have the equipment they need and it's working properly
  - Managing lists of enumeration units and assigning interviews to enumerators
  - Responding to enumerator questions re: equipment, survey logistics, etc. (i.e. first point of contact for problems in the field).
  - In some cases, transportation.

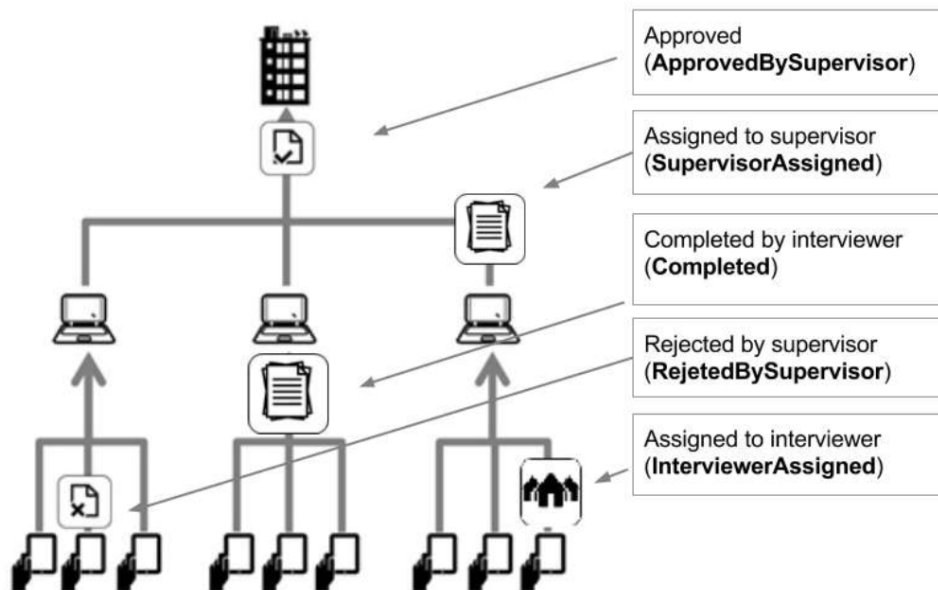
**Review overview of workflow  
and life of a case**



## Events in the life of a case

- Each event that happens in the life of a case is recorded with a time and date stamp. This metadata is made available through “Status” in reporting tables, and exportable metadata.
- The events are:
  1. Created
  2. Supervisor Assigned
  3. Interviewer Assigned
  4. First Answer Set
  5. Completed
  6. Approved/Rejected by Supervisor
  7. Approved/Rejected by HQ
  8. Restarted

# Events in the life of a case

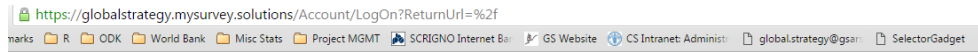


**Introduction to Headquarters and Supervisor**



# HQ and Super: Where to find

- **[servername].mysurvey.solutions**



Please log in

User name

Password

- Same URL for HQ and Super
- Login using Super credentials or HQ credentials

## HQ Dashboard

Survey Name	Supervisor assigned	Interviewer assigned	Completed	Rejected by supervisor	Approved by supervisor	Rejected by HQ	Approved by HQ	Total
Gender - Version1 (ver.2)	1	0	0	0	0	0	0	1
Gender - Version1 (ver.3)	0	0	1	0	0	0	0	1
Gender - Version1_prefilled (ver.1)	0	1	1	0	0	0	0	2
AGRIS Labour 4 waves - Holding (ver.1)	0	0	0	0	0	0	2	2
AGRIS TEST - C CHIALASTRI (ver.1)	1	0	0	0	0	0	0	1

# Supervisor Dashboard

Supervisor | Reports | Interviews | Team and Roles | Michael

Hide filter

Team members

Any

### Surveys and Statuses

Survey Name	Supervisor assigned	Interviewer assigned	Completed	Rejected by supervisor	Approved by supervisor	Rejected by HQ	Approved by HQ	Total
Gender - Version1_prefilled (ver.1)	0	1	1	0	0	0	0	2
AGRIS Labour 4 waves - Holding (ver.1)	0	0	0	0	0	0	2	2

## Headquarters primary functions in SuSo

- Create Supervisors
- Create Interviewers and assign to Supervisor
- Import template
- Create Sample
- Assign cases
- Approve completed cases

# Headquarters – Create Supervisor

The screenshot shows the 'Headquarters' navigation bar with 'Teams and Roles' selected. A dropdown menu is open, highlighting 'Supervisors'. Below, a 'Supervisors' sidebar is visible. The main content area shows a table of surveys with a 'Supervisor assigned' column. A red circle highlights the 'Supervisors' menu item, and a red arrow points to the 'Supervisors' page below.

Survey Name	Supervisor assigned
Gender - Version1 (ver.2)	1
Gender - Version1 (ver.3)	0
Gender - Version1_preffilled (ver.1)	0
AGRIS Labour 4 waves - Holding (ver.1)	0
AGRIS TEST - C CHIALASTRI (ver.1)	1

Name	Creation date	Email	Not linked to device
Iswadi	6/1/2016		0
Nancy	6/1/2016		0
Kaustav	6/1/2016		0
CarlottaC	6/1/2016		0
Michael	6/1/2016		1
Michael	6/1/2016		0

# Headquarters – Create Supervisor

The screenshot shows the 'Supervisors' page with the 'Add supervisor' button circled in red. A red arrow points from this button to the 'Create supervisor' form on the right. The form contains fields for user details and a checkbox for locking the supervisor.

**Add supervisor** allows HQ to create a login for each supervisor.

**Is locked** blocks the supervisor/interviewer from accessing the server.

Name	Creation date	Email	Not linked to device
Iswadi	6/1/2016		0
Nancy	6/1/2016		0
Kaustav	6/1/2016		0
CarlottaC	6/1/2016		0
Michael	6/1/2016		1
Michael	6/1/2016		0

Field	Value
User name	<input type="text"/>
Password	<input type="password"/>
Confirm password	<input type="password"/>
Email	<input type="text"/>
Full name	<input type="text"/>
Phone number	<input type="text"/>
Is locked by Admin or HQ	<input type="checkbox"/>

# Headquarters – Create Interviewer

The screenshot shows the 'Headquarters' interface with the 'Teams and Roles' tab selected. On the left, there are filters for 'Supervisors' (Any) and 'Archive status' (Active users). The main area is divided into two sections: 'Surveys' and 'Interviewers'. The 'Surveys' section has a dropdown menu with 'Supervisors', 'Interviewers', and 'Batch User Upload' options. The 'Interviewers' section has a 'Create' button and a search field. Below these is a table of existing interviewers.

Name	Creation date	Email	Supervisor
Kaustav_1	6/1/2016		Kaustav
Michael_1	6/1/2016		Nancy
Nancy_1	6/1/2016		Nancy
Iswadi_1	6/1/2016		Iswadi
Kevin	6/1/2016	asdfas@gasdtk.com	Nancy
MichaelInter	6/1/2016		Michael
IntCarlotta	6/1/2016		CarlottaC
MichaelInt	6/1/2016		Michael

# Headquarters – Create Interviewer

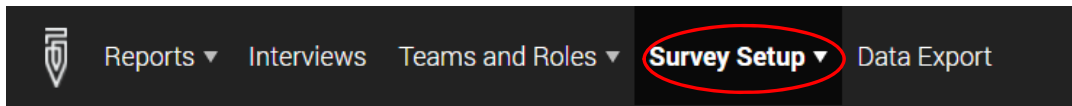
The screenshot shows the 'Headquarters' interface with the 'Teams and Roles' tab selected. The 'Interviewers' section is visible, with a 'Create' button circled in red. A red arrow points from the 'Create' button to the 'Create interviewer in team' dialog box.

**Interviewers must be assigned to a Supervisor**

- **Add Interviewer** allows HQ to create a login for each interviewer.
- **Is locked** blocks the supervisor/interviewer from accessing the server.

The 'Create interviewer in team' dialog box is shown. It has fields for 'Supervisor', 'User name', 'Password', 'Confirm password', 'Email', 'Full name', and 'Phone number'. There is a checkbox for 'Is locked by Admin or HQ'. The 'Supervisor' dropdown is highlighted with a red circle, and a red arrow points to the 'Create' button.

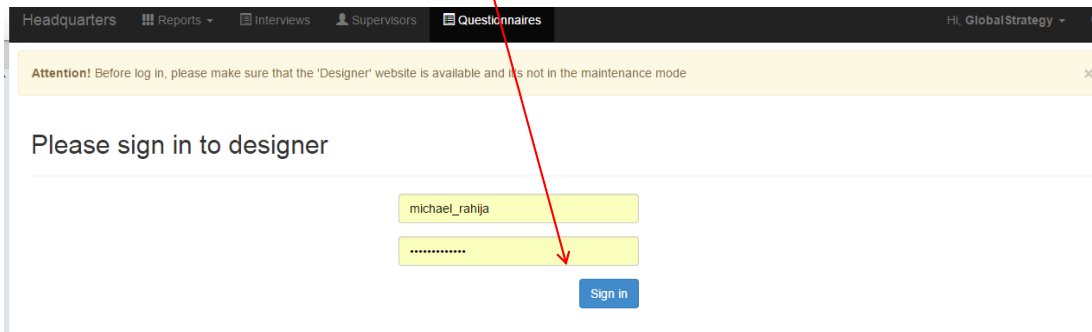
# Headquarters – Import Template



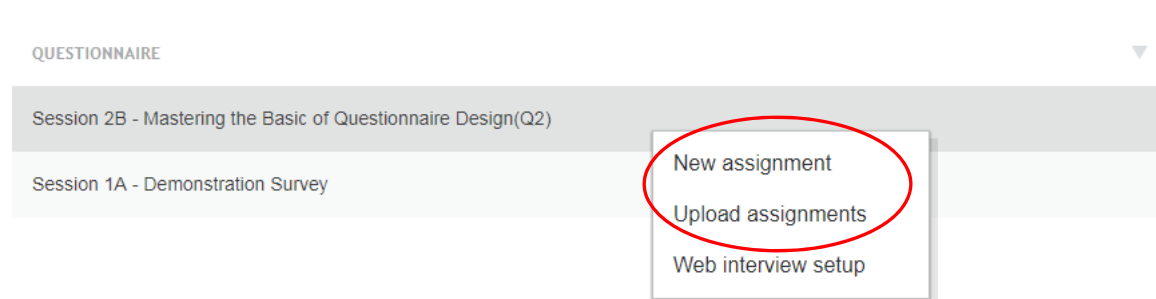
Survey Setup

IMPORT TEMPLATE

Click Import Template button to load a questionnaire from Designer  
Click on a questionnaire from the list to create interview assignments



# Headquarters – Assign Cases



- **New assignment** makes assignments one-by-one
- **Batch upload** allows the user to create a large number of assignments from a tab-delimited file.

# Headquarters - Assignments

Headquarters Reports ▾ Interviews Teams and Roles ▾ Survey Setup ▾ Data Export

Create new assignment Session 2B - Mastering the Basic of Questionnaire Design(Q2)

Fill all or some of the identifying fields

In which Province are you living?	<input type="text" value="T"/>
What is the Region of the household?	<input type="text" value="T"/>
What is the name of Household head?	<input type="text" value="T"/>

Identifying information

Specify maximum number of interviews to be generated for that assignment (Quantity)

Select responsible (Supervisor or Interviewer) for this assignment

Quantity	<input type="text" value="1"/>	<input type="button" value="✕"/>
Responsible	<input type="text"/>	<input type="button" value="✕"/>

Assignment

## Supervisor primary functions in SuSo

- Assign cases to Interviewers

# Supervisor – Assign Cases

The screenshot shows the Supervisor interface with the 'Interviews' section. The 'Assign Interviewer' dropdown menu is highlighted with a red circle. Below it, a table lists interviews with columns for 'Pre-filled Questions', 'Responsible', 'Last Update', 'Has Errors', 'Status', and 'Created on Client'. The row for 'D3. Name of Responsible District Veterinary Officer..MichaelJordan' is also highlighted with a red circle.

Pre-filled Questions	Responsible	Last Update	Has Errors	Status	Created on Client
	Interviewer1	3/19/2015		Completed	<input checked="" type="checkbox"/>
	Interviewer1	3/19/2015		Completed	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> D3. Name of Responsible District Veterinary Officer..MichaelJordan	Interviewer1	3/18/2015		ApprovedByHeadquarters	<input type="checkbox"/>

- Select an interview, and **Assign an interviewer**.
- HQ assigns cases to Supervisors and Supervisors assign cases to Interviewers.
- HQ/Supervisors can also select multiple cases and **Approve or Reject** them without visually inspecting the survey. **This should not be used as a standard practice.**

## HQ and Supervisor primary responsibilities in SuSo

- Approve/Reject Completed Cases
- Create Reports

# HQ and Super – Approve/Reject

Interviews **Actions** **Search** **Review**

Pre-filled Questions	Responsible	Last Update	Has Errors	Status	Received by interviewer	Created on Client
Name of holder (test):Shima	CarliottaC	8/30/2016		SupervisorAssigned	<input type="checkbox"/>	<input type="checkbox"/>
Name of holder (test):Jane	CarliottaC	8/30/2016		SupervisorAssigned	<input type="checkbox"/>	<input type="checkbox"/>
Name of holder (test):Michael	CarliottaC	8/30/2016		SupervisorAssigned	<input type="checkbox"/>	<input type="checkbox"/>
Name of holder (test):Joe	CarliottaC	8/30/2016		SupervisorAssigned	<input type="checkbox"/>	<input type="checkbox"/>
Name of holder (test):Bill	CarliottaC	8/30/2016		SupervisorAssigned	<input type="checkbox"/>	<input type="checkbox"/>
Please select district name:Chukha	Bhutan_int	8/12/2016		ApprovedByHeadquarters	<input type="checkbox"/>	<input type="checkbox"/>

- **Template** filters by questionnaire.
- **Responsible** filters by Supervisor. *\*In Supervisor mode, filters by Interviewers.*
- **Status** filters by status of questionnaires.

# HQ and Super – Approve/Reject

Supervisor **Interviews** **Interviewers** Hi, Supervisor1

Filter **Hide filter**

Template: Any

Responsible: Any

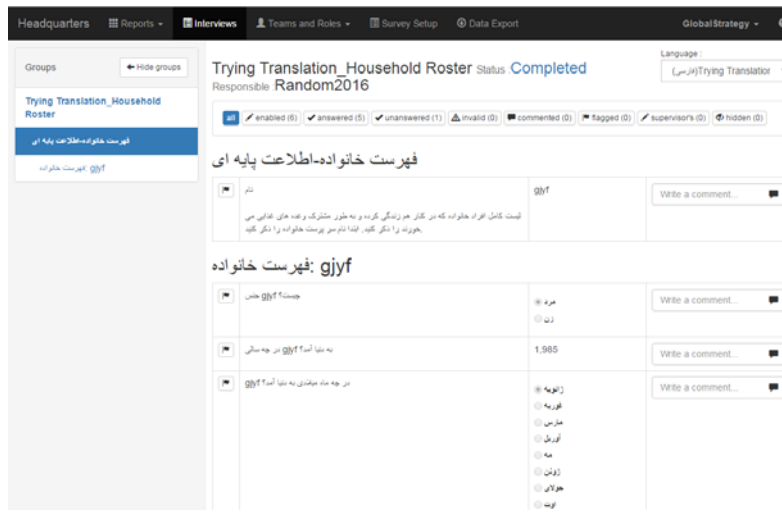
Status: Any

Interviews: Assign interviewer, Approve, Reject, Search

Pre-filled Questions	Responsible	Last Update	Has Errors	Status	Created on Client
	Interviewer1	3/19/2015		Completed	<input checked="" type="checkbox"/>
	Interviewer1	3/19/2015		Completed	<input checked="" type="checkbox"/>
ID3: Name of Responsible District Veterinary Officer:MichaelJordan	Interviewer1	3/18/2015		ApprovedByHeadquarters	<input type="checkbox"/>

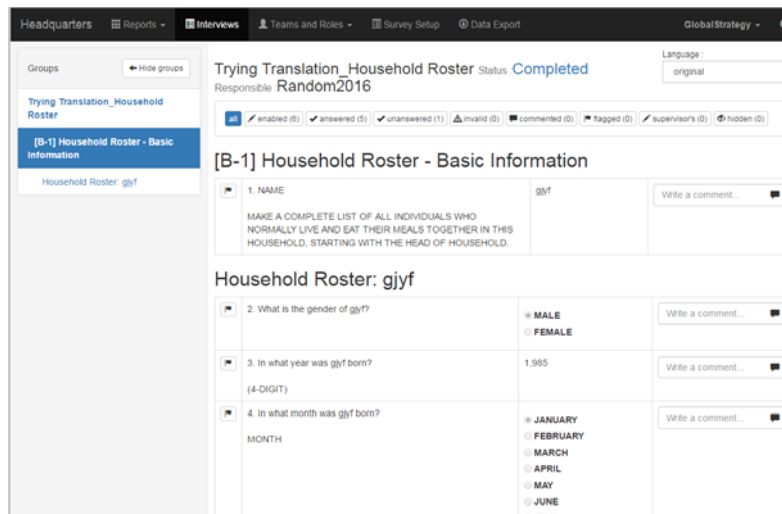


# HQ and Super – Approve/Reject



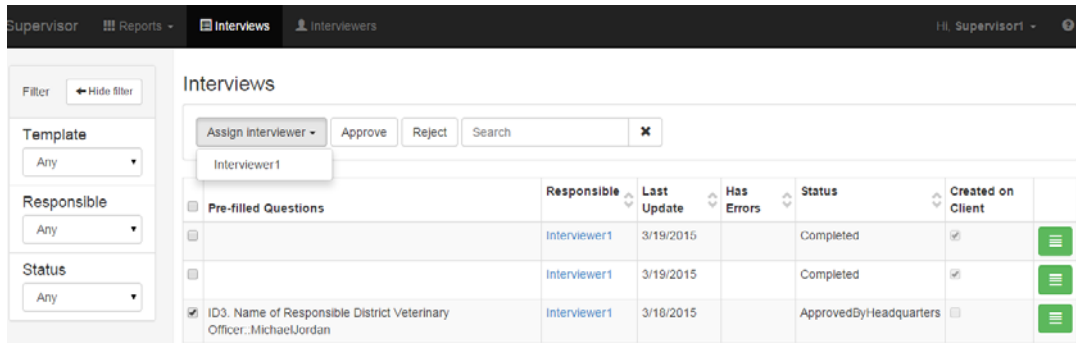
Toggle between languages

# HQ and Super – Approve/Reject



- Approve/Reject interviews
- Write comments
- Flag
- Navigate between chapters
- Filter questions

# HQ and Super – Approve/Reject



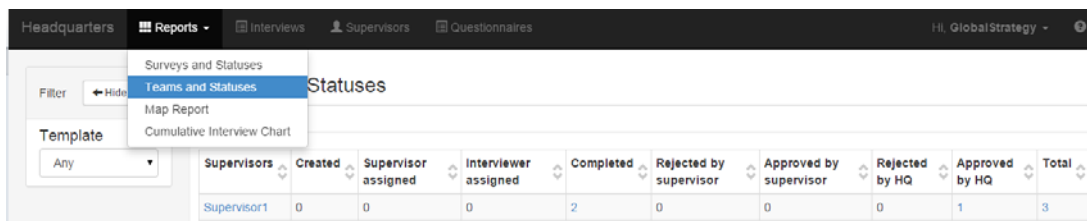
The screenshot shows the 'Interviews' section of a software interface. On the left, there are filter options for Template, Responsible, and Status, all set to 'Any'. The main area contains a table with the following data:

	Responsible	Last Update	Has Errors	Status	Created on Client
<input type="checkbox"/> Pre-filled Questions					
<input type="checkbox"/>	Interviewer1	3/19/2015		Completed	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Interviewer1	3/19/2015		Completed	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> ID3: Name of Responsible District Veterinary Officer..MichaelJordan	Interviewer1	3/18/2015		ApprovedByHeadquarters	<input type="checkbox"/>

- HQ/Supervisors can also select multiple cases and **Approve or Reject** them without visually inspecting the survey. **This should not be used as a standard practice.**

# HQ and Super – Reports

- Reports are used for monitoring the progress of data collection.



The screenshot shows the 'Reports' section of a software interface. A dropdown menu is open, showing options: 'Surveys and Statuses', 'Teams and Statuses', 'Map Report', and 'Cumulative Interview Chart'. The 'Teams and Statuses' option is selected, displaying a table with the following data:

Supervisors	Created	Supervisor assigned	Interviewer assigned	Completed	Rejected by supervisor	Approved by supervisor	Rejected by HQ	Approved by HQ	Total
Supervisor1	0	0	0	2	0	0	0	1	3

- Notably, Supervisors can only create **Survey and Statuses** and **Team and Statuses** reports.

# Headquarters/Super - Reports

Survey Name	Created	Supervisor assigned	Interviewer assigned	Completed	Rejected by supervisor	Approved by supervisor	Rejected by HQ	Approved by HQ	Total
Rapid Assessment of the Tanzanian Animal Health Service Delivery System - Extension workers_test (ver.4)	0	0	0	0	0	0	0	1	1
CENSUS_Rapid Assessment of the Tanzanian Animal Health Service Delivery System - Extension workers_test (ver.3)	0	0	0	2	0	0	0	0	2

- **Survey and Statuses** tabulates each questionnaire as rows, and the columns are the case statuses. Accordingly, the contents of the table are the frequencies of each questionnaire with the corresponding status.

# Headquarters/Super - Reports

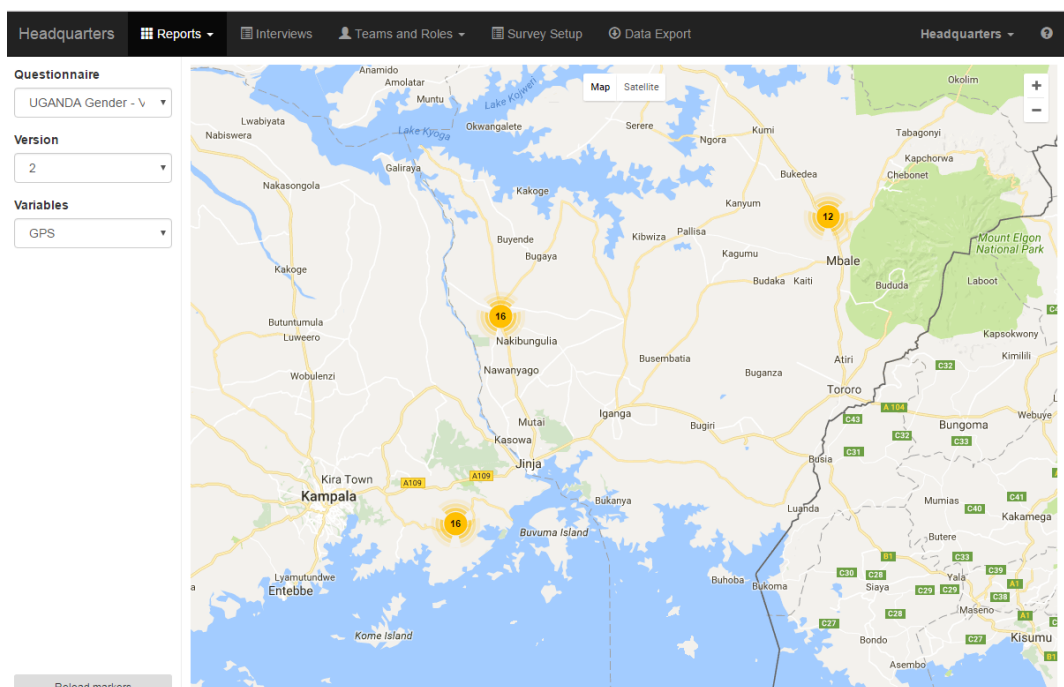
Supervisors	Supervisor assigned	Interviewer assigned	Completed	Rejected by supervisor	Approved by supervisor	Rejected by HQ	Approved by HQ	Total
<b>Total</b>	<b>0</b>	<b>65</b>	<b>4</b>	<b>5</b>	<b>167</b>	<b>1</b>	<b>328</b>	<b>570</b>
Sup_Buyinza	0	28	0	2	13	1	146	190
Sup_Ojangor	0	15	4	3	42	0	126	190
Sup_Mugonza	0	22	0	0	112	0	56	190

- **Teams and Statuses** tabulates each Supervisor/Interviewers as rows, and the columns are the case statuses. Accordingly, the contents of the table are the frequencies of each questionnaire assigned to the respective Supervisor/Interviewer with the corresponding status.

# Headquarters ONLY reports

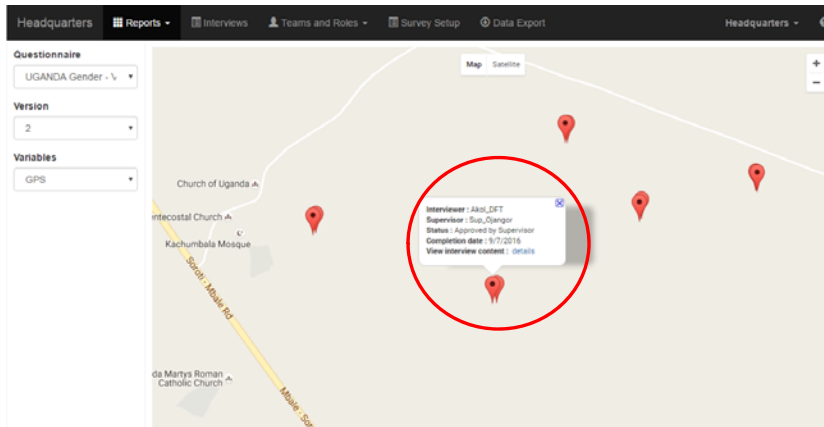
- The Map Report and Cumulative Interview Chart report are only available in Headquarters mode. I honestly don't know why this feature isn't allowed at the Supervisor level to monitor interviews.

# Headquarters ONLY reports



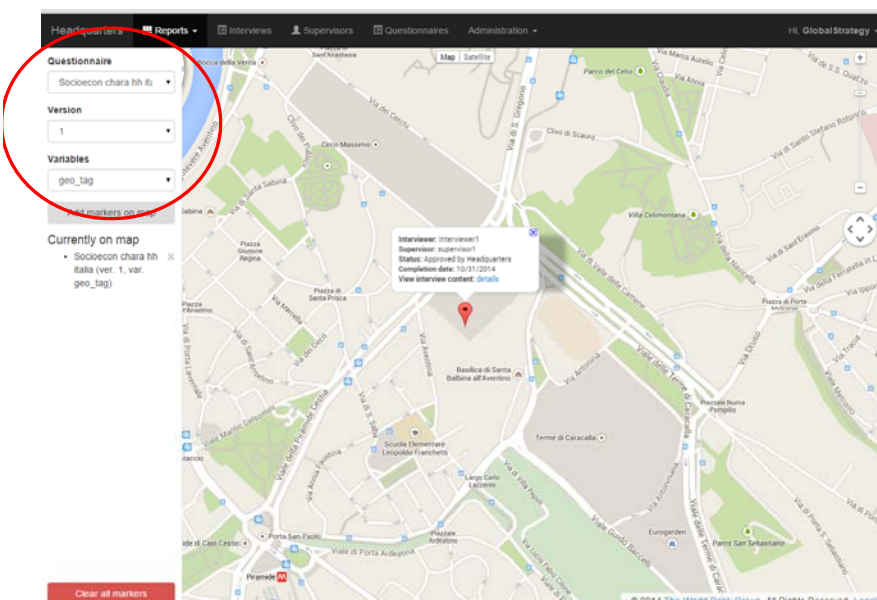
# Headquarters ONLY reports

If there is GEO question, then the map report plots the point on a google map and shows metadata about the interview. Notably, clicking details will take you to the completed questionnaire.



# Headquarters ONLY reports

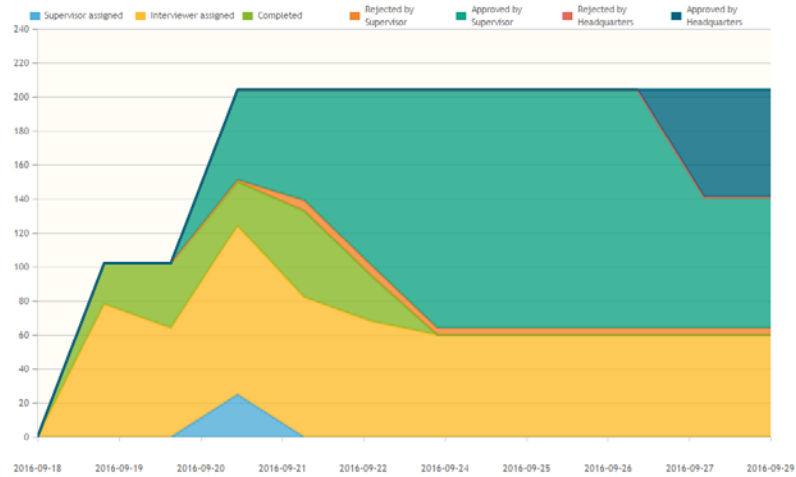
Filter by questionnaire, version, and variable.



# Headquarters ONLY reports

(ver. 6) ENUMERATION - UGANDA Gender - Version10 16Sept2016

Refresh



- Chart shows the number of interviews and respective statuses over time. Can filter by date, and questionnaire.

## QUESTIONS?