Session 4B:
Case Management

Workshop on Computer Assisted Personal Interviewing (CAPI)
31 July – 4 August 2017, Chiba, Japan

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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

Designer

Administrator

Headquarters

Supervisor

Supervisor

Interviewers

Interviewers
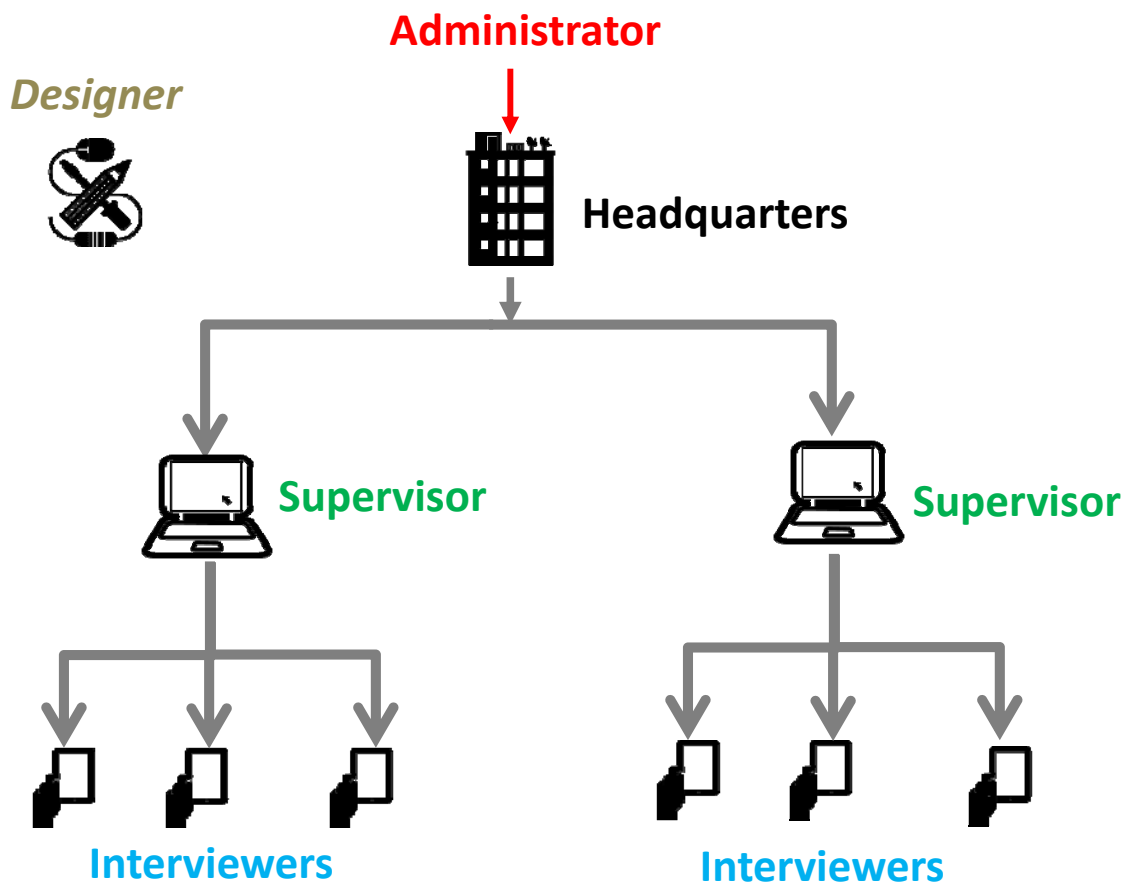
Administrator

- 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

Researchers design questionnaires using visual tools and upload them to the central server

HQ distributes the ...

Internet

Internet

Supervisors monitor the submissions

Supervisors assign households to individual interviewers

WiFi

WiFi

Interviewers visit households and collect data
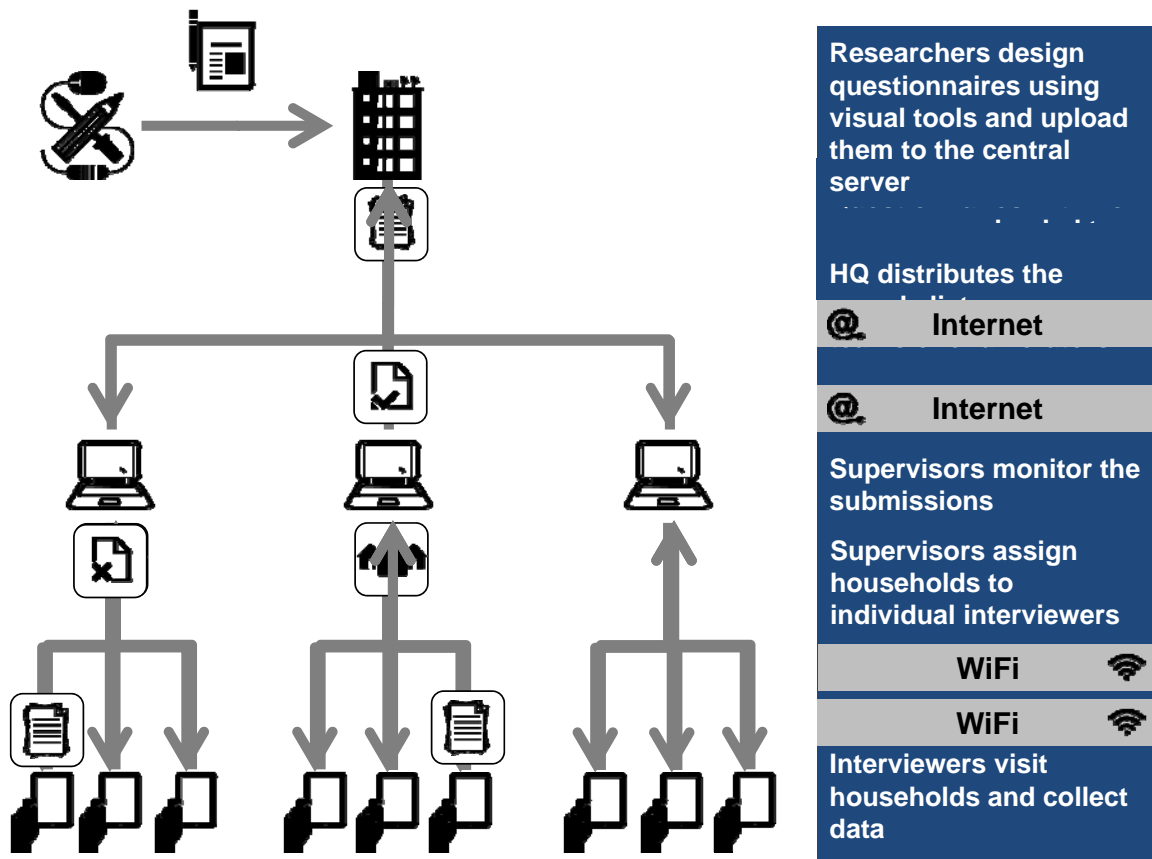
Events in the life of a case

- 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

Approved
(**ApprovedBySupervisor**)

Assigned to supervisor
(**SupervisorAssigned**)

Completed by interviewer
(**Completed**)

Rejected by supervisor
(**RejetedBySupervisor**)

Assigned to interviewer
(**InterviewerAssigned**)
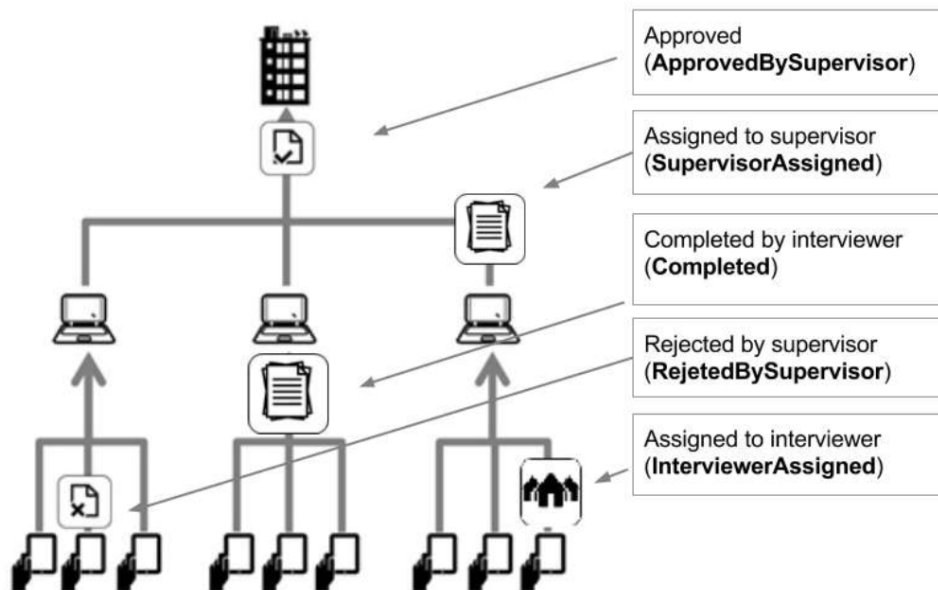
Introduction to Headquarters and Supervisor

HQ and Super: Where to find

- *[servername].*mysurvey.solutions
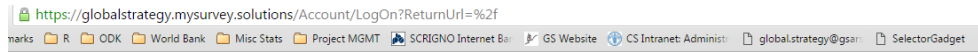
- Same URL for HQ and Super
- Login using Super credentials or HQ credentials

HQ Dashboard

Supervisor Dashboard

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

Headquarters – Create Supervisor

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

Headquarters – Create Interviewer

Headquarters – Create Interviewer

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.

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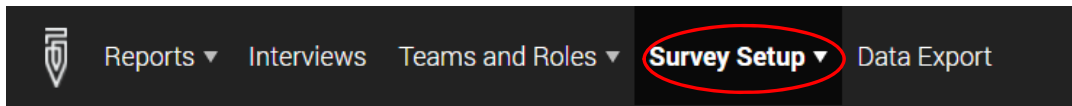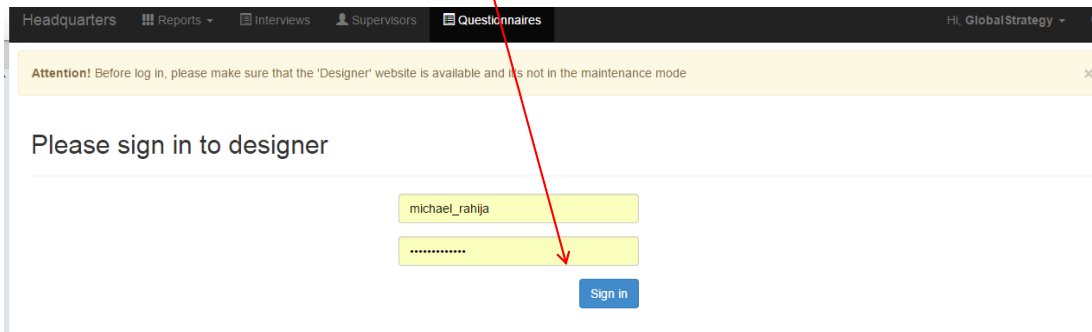
Headquarters – Assign Cases
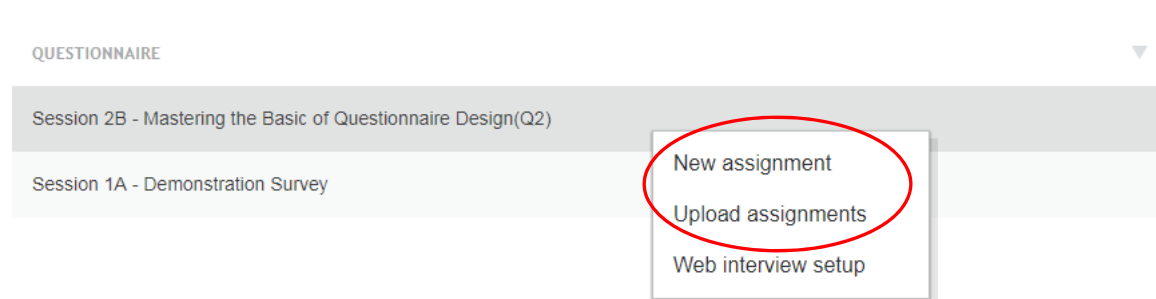
- **New assignment** makes assignments one-by-one
- **Batch upload** allows the user to create a large number of assignments from a tab-delimited file.

Headquarters - Assignments

Supervisor primary functions in SuSo

- Assign cases to Interviewers

Supervisor – Assign Cases

- 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

- **Template** filters by questionnaire.
- **Responsible** filters by Supervisor. *In Supervisor mode, filters by Interviewers.*
- **Status** filters by status of questionnaires.
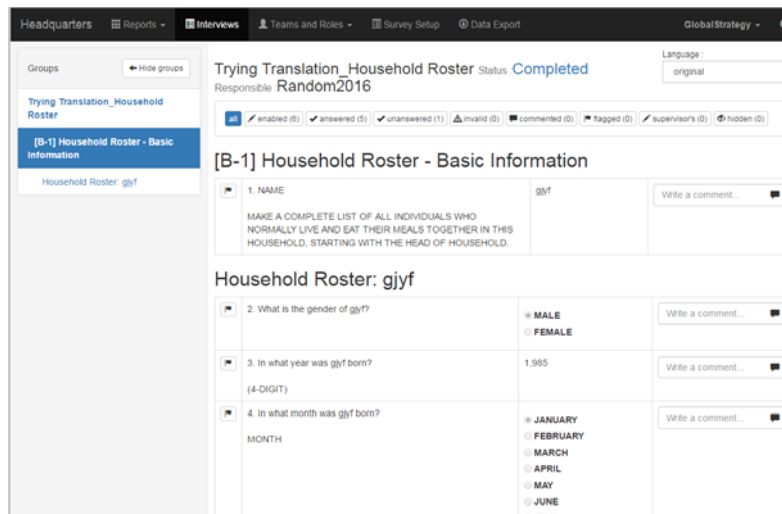
HQ and Super – Approve/Reject
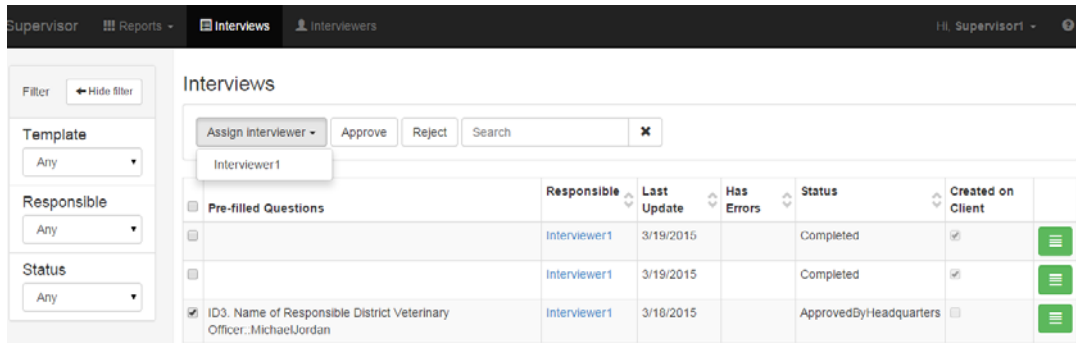
HQ and Super – Approve/Reject

Toggle between languages

HQ and Super – Approve/Reject

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

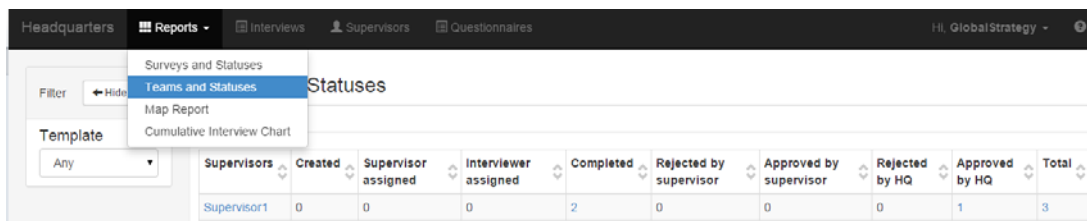# HQ and Super – Approve/Reject

- 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.

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

Headquarters/Super - Reports

- **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.
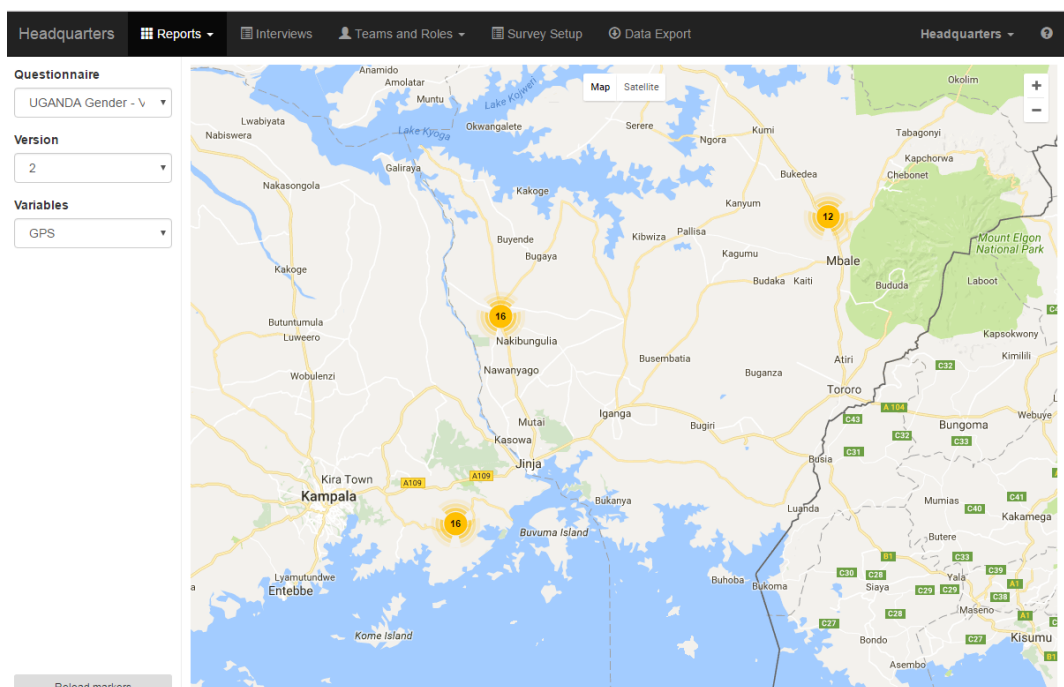
Headquarters/Super - Reports

- **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.
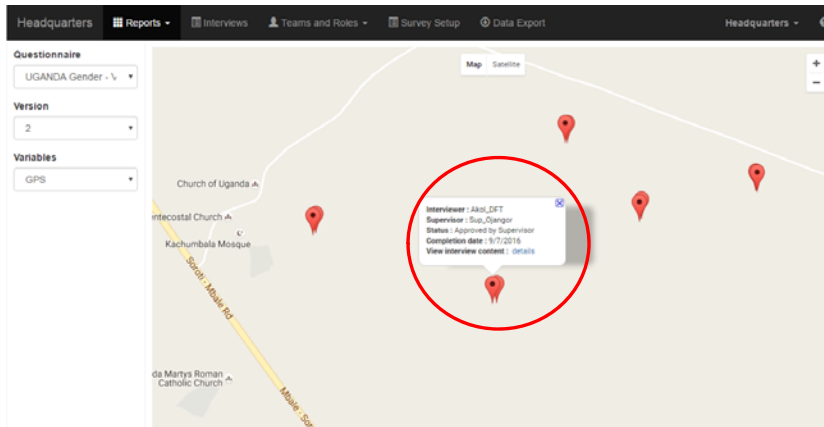
Headquarters ONLY reports

- 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.
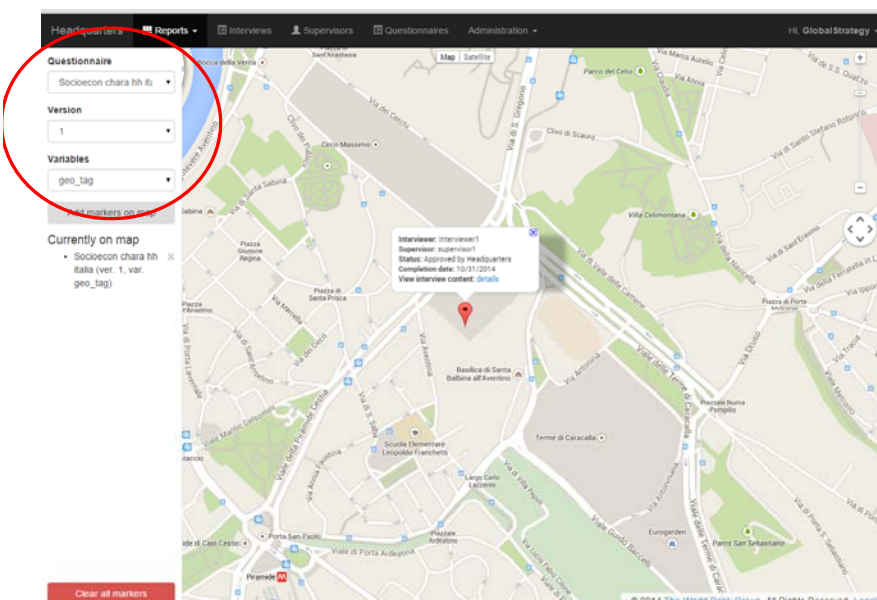
Headquarters ONLY reports

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.
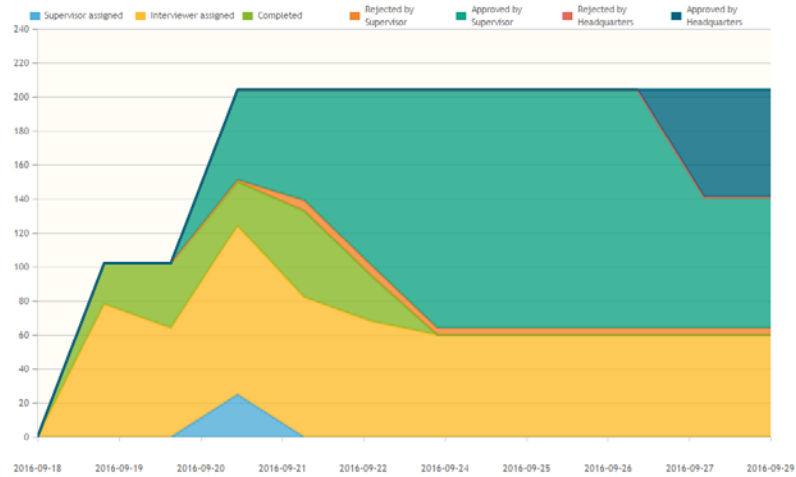
Headquarters ONLY reports

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?