Innovations in Quality Control Monitoring of Remote CAPI Employees

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The tools and processes described in this presentation owe a tremendous amount of credit to our programming staff and project directors in addition to field work that was done to develop our CATI quality control monitoring process; this was by no means a singular effort.
Overview

• Introduce Wisconsin Longitudinal Study & Remote Staff
• Developing a Monitoring Model for WLS CAPI
• Challenges & Innovations
• If we’d known then what we know now…
Wisconsin Longitudinal Study
&
Remote Staff

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Wisconsin Longitudinal Study

• 1957 Wisconsin high school seniors
• Study of families by including a selected sibling
• Sixth wave, first CAPI effort
  • 3 hours of data collection: CAPI interview questions, anthropometric and cognitive measures, DNA collection
• Over 12,000 respondents
Respondent Distribution

Total WLS Cases per State

COUNT

- 1 - 63
- 64 - 199
- 200 - 507
- 508 - 8603

University of Wisconsin Survey Center
Team Leader Distribution
Developing a Monitoring Model for WLS CAPI
Goals

Goals when creating a monitoring system for the CAPI effort of WLS were:

1) To remain as consistent as possible to existing UWSC quality control protocols and procedures (as developed for CATI)

2) To provide an efficient and manageable system for remote supervising staff
UWSC History of Monitoring for CAPI Studies

• No comparable CAPI studies of same size and duration and geographical dispersity

• Previous efforts focused on data verification
  • Looking at data files
  • Verification interviews with item data checking
UWSC Phone Room Monitoring Process

Diagram showing the flow of monitoring with an Internal Monitoring Network connected to a Supervisor and an Interviewer.
Key Challenges

In an effort to maintain consistency with existing protocols and produce a manageable remote system:

1. Security of data
2. Secure and timely way of listening to interviews remotely
3. Easily accessible place for generating and storing evaluations and feedback
UWSC WLS CAPI Monitoring Process
Challenges Encountered
Security of Survey Data

• Confidential data exists on remote laptops
• Transfer of information needed a way to travel to our secure servers remotely
• Additional security concern in the event that the physical laptop was stolen or misplaced in the field

• It was clear early on that the transition to CAPI required additional security protocols to secure confidentiality
Listening to Audio Recordings

- Due to remote Interviewers and Team Lead staff, entire process of audio listening needed an overhaul
- Impossible to conduct listening live
- Technical problems of saving audio
- No ‘hub’ for storing, retrieving audio for later use

- We needed to develop a process where audio could be captured & stored for later monitoring to overcome these challenges
Storing Evaluations & Logging Feedback

• Due to remote staff, we needed a place for TLs to access evaluation materials remotely
• Remote staff didn’t have access to our local network
• Feedback needed to get to interviewer somehow

• We ultimately needed to have an area where materials could be stored for future reference, but accessible to both remote staff and local supervisors and project staff
Innovations

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Security of Survey Data: VPN & Synchronization Process

• Sync process sends audio and case data to local server
• VPN makes sure data encrypted and must be active in order to sync
• VPN requires password login and secure internet connection
• For remote Supervisors, the VPN is required to access audio files, the monitoring website and the evaluation form
Virtual Private Network
Listening to Audio Recordings: Encrypted Audio Website

- Provides Supervisors a place to listen to audio
- Accessible to remote employees from their laptops
- Website is encrypted and requires password to access
- Provides the ‘hub’ for storing old audio
- ‘One stop shop’ for all audio files for all cases
- Broken up by interview module for small scale monitoring needs
Welcome to the WLS audio QC streaming site!

AUTHORIZED ACCESS ONLY. USAGE MAY BE MONITORED AND LOGGED.

CASEID (ex: xxxxxxxxx):  CSID#  Submit Query
Please open the m3u file in Windows Media Player, not VLC.

**m3u** I *haz* 44 audio files (note, this is not checking quality or length of files).

-TRACEFILE

No eprime audio for this case. Either case was not selected for eprime or it hasn't been uploaded yet.
Storing Evaluations and Feedback: Online Eval Survey

• Provides a place to store/view monitoring of interviewer staff
• Form provides standard evaluation items to ensure monitoring is conducted equally across supervisors
• Website has ability to track progress, Supervisors can start/stop monitoring at any point
• Internal programming support allows ability to update if new additions need to be implemented
## Online Monitoring Website Picture

### NEW CASE

Add Case

### EXISTING CASES

Sort by:
- ID
- Caseid
- Team Leader ID
- Interviewer ID
- Interviewer Name
- Page
- Code
- Created
- Loaded

Filter by:
- Caseid
- Interviewer ID

**Sort by ID**

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## Interview Protocol

### Response Sensitive

### Standardized

### Interviewing

### Anthropometric Measures

### Interview Administration

### Saliva DNA Collection

### Case Management

### Overall Performance

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**INTERVIEW PROTOCOL**

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| Verbatim           | Always            | Mostly           | Sometimes          | Never         | N/A           |
|--------------------|-------------------|------------------|--------------------|---------------|
| (Reads each question exactly as written, including directives) |                   |                   |                   |               |

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Wishlist
Wishlist for the Future

• The ability to conduct live monitoring through some online process
• ‘Data Entry’ playback of case during monitoring review
• Web monitoring form able to email documents directly to interviewers
Thank You!

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