

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...

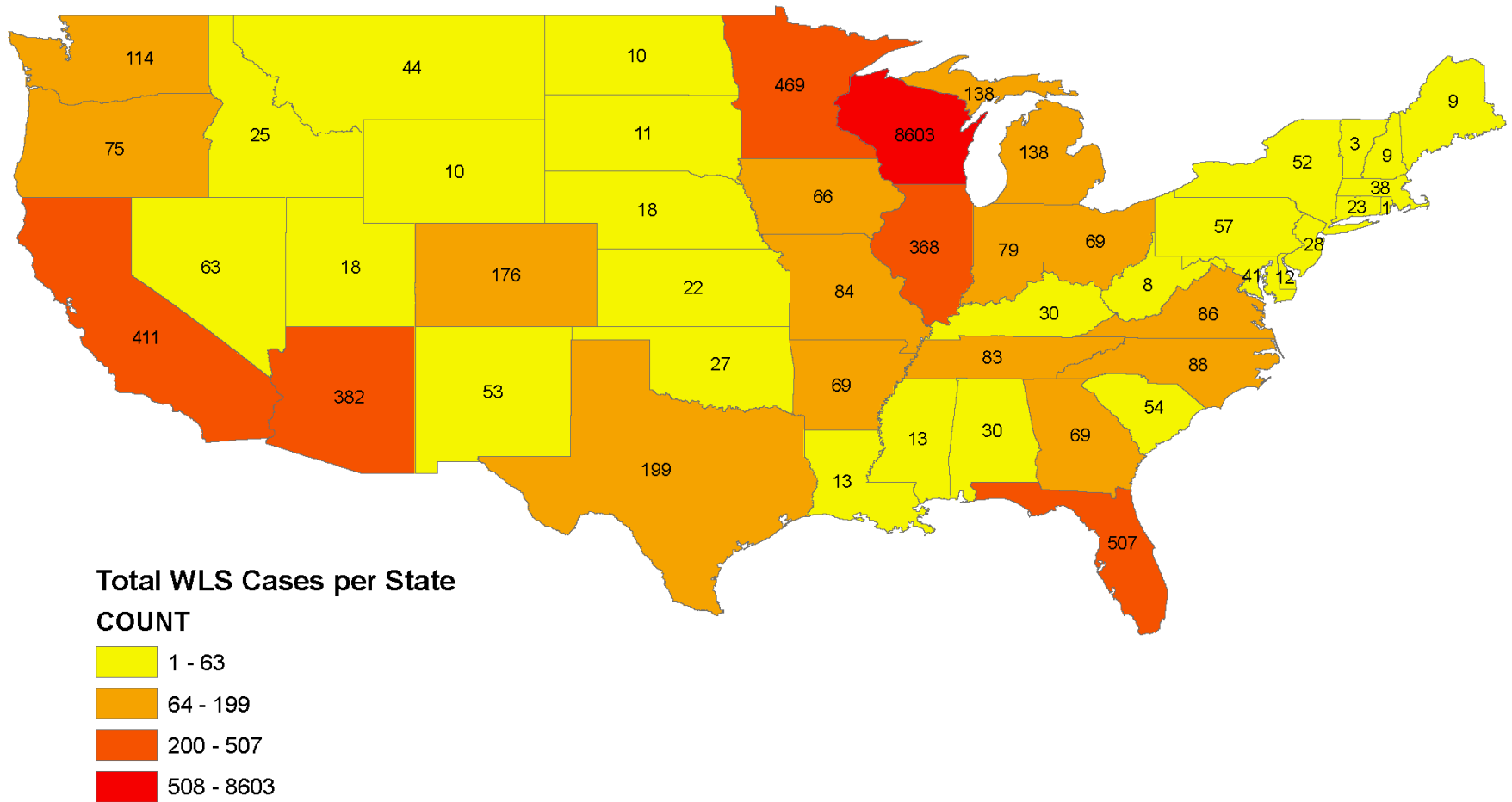
Wisconsin Longitudinal Study & Remote Staff

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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

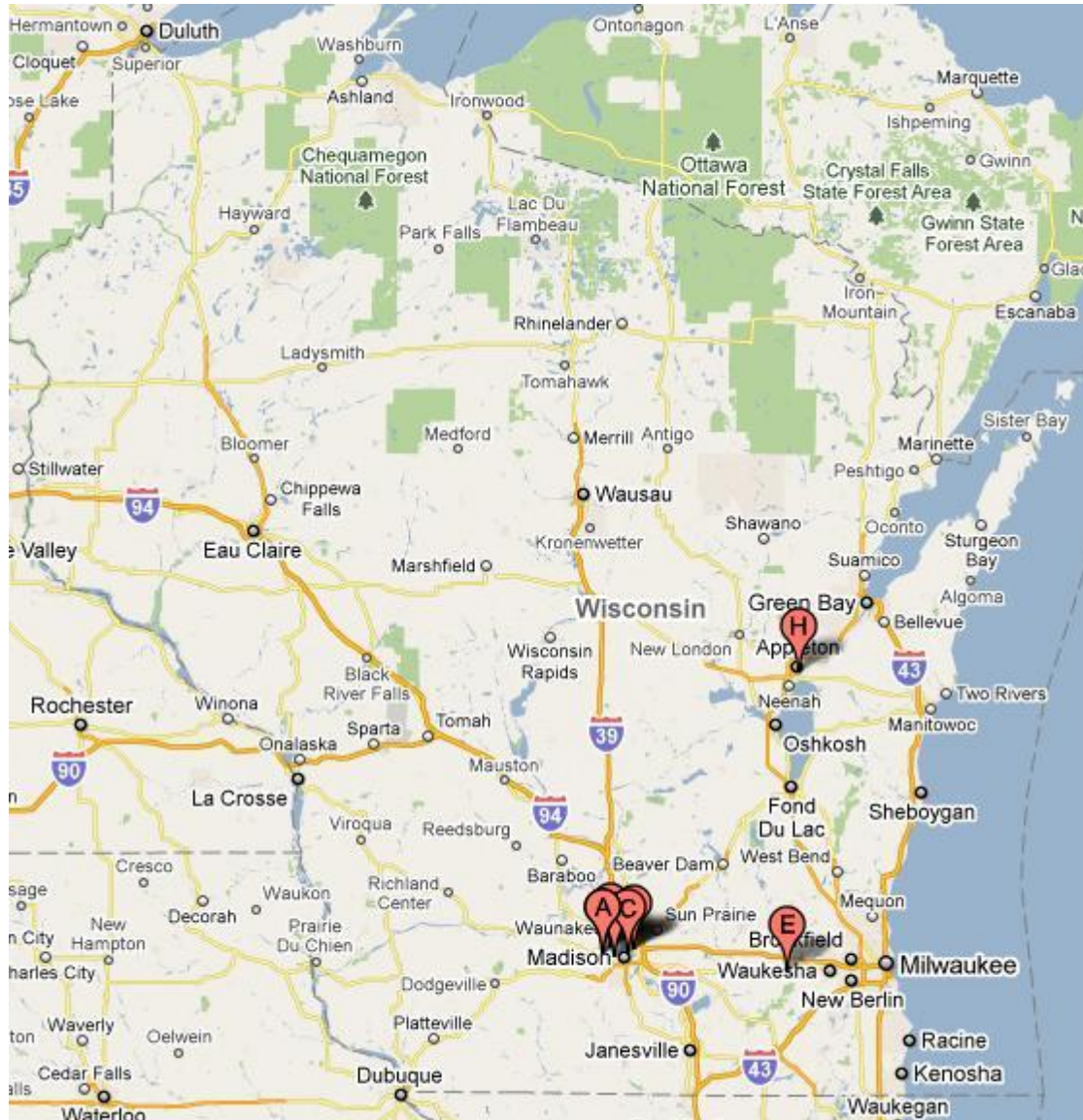
Respondent Distribution



Interviewer Distribution



Team Leader Distribution



Developing a Monitoring Model for WLS CAPI

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Goals

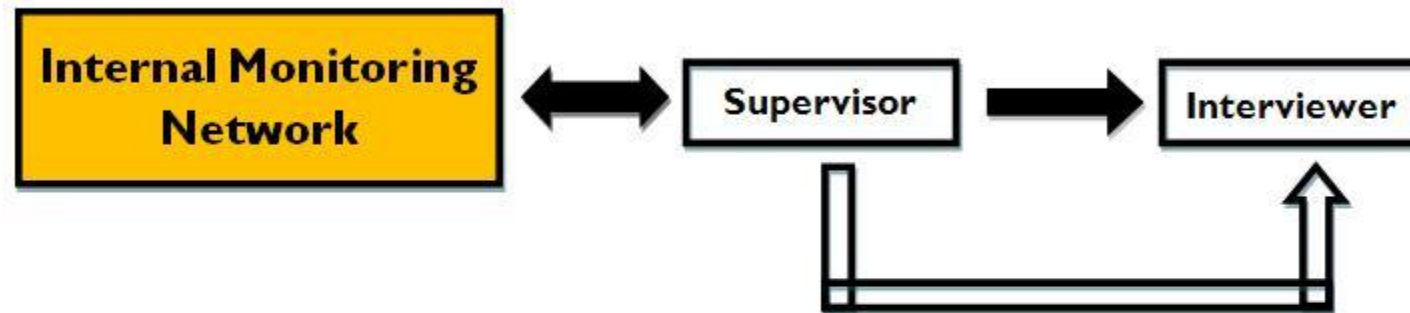
Goals when creating a monitoring system for the CAPI effort of WLS were:

- 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

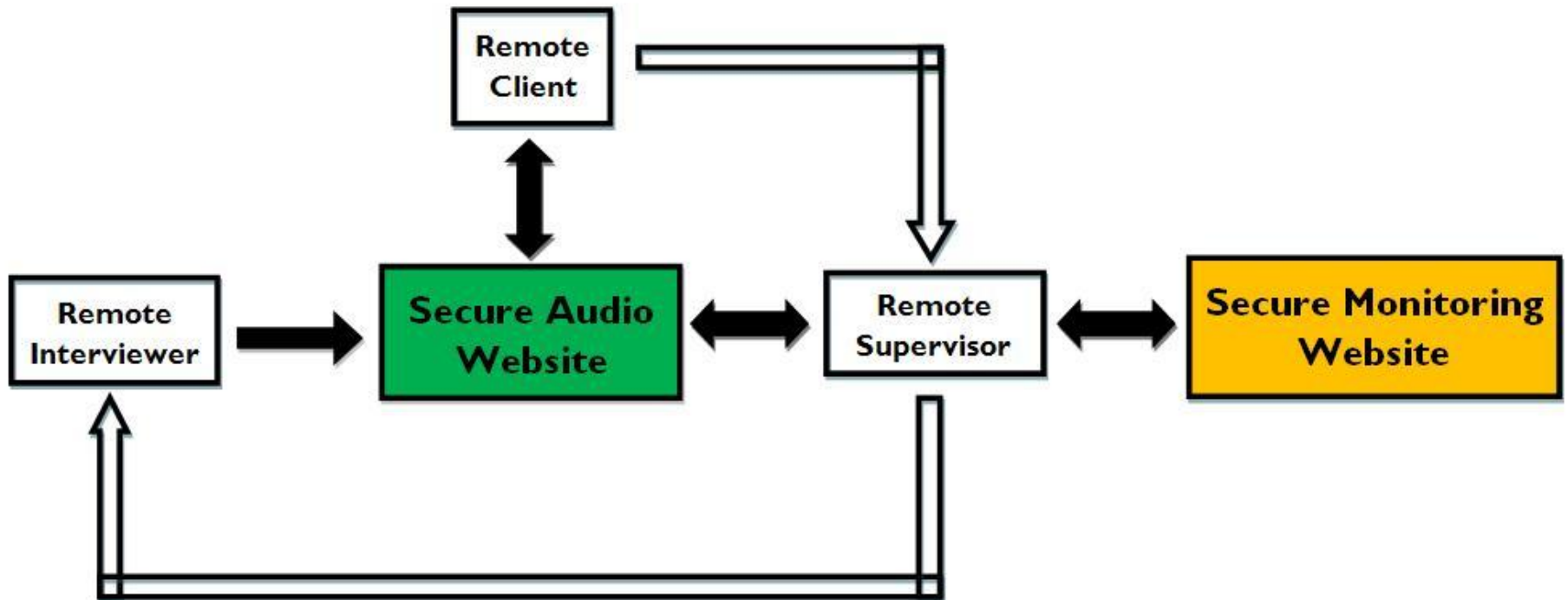


Key Challenges

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

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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

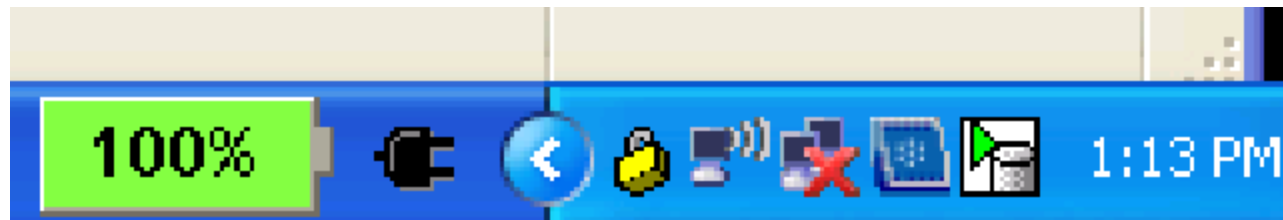
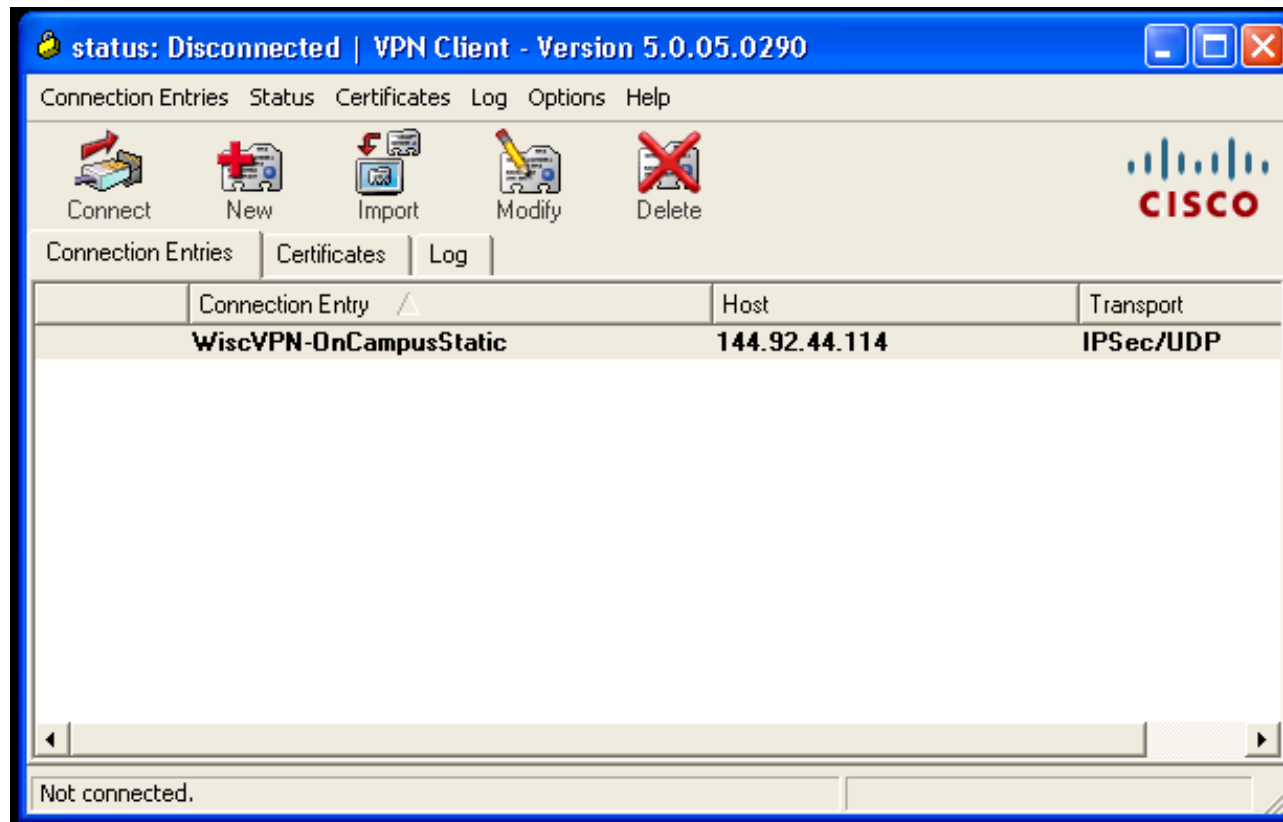
Innovations

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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

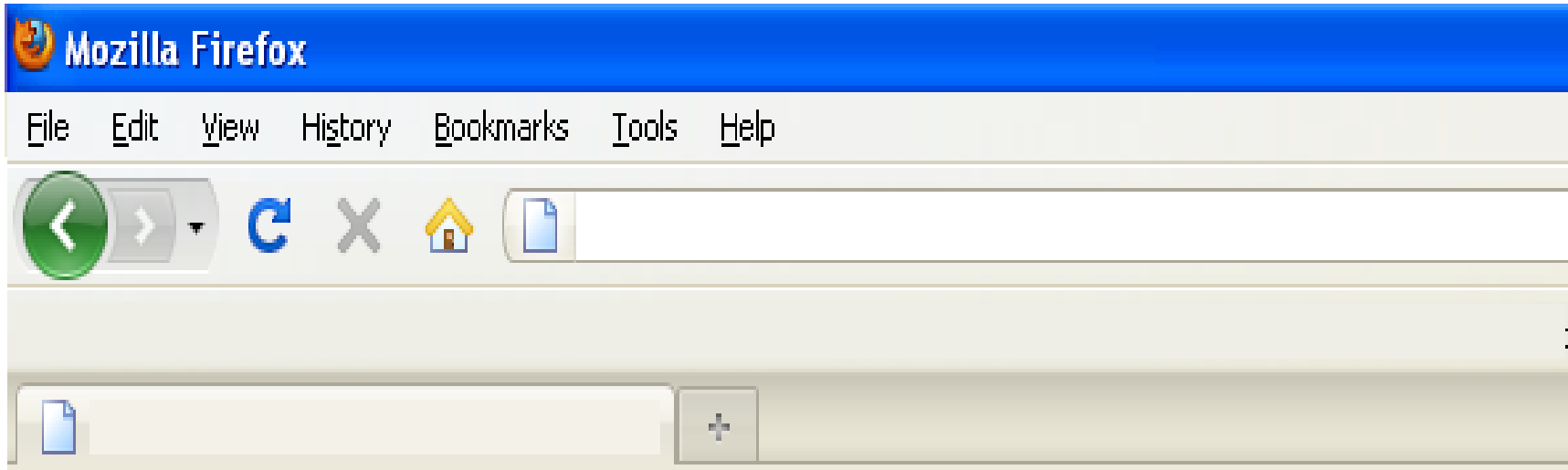
Virtual Private Network



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

Encrypted Audio Website: Intro Screen

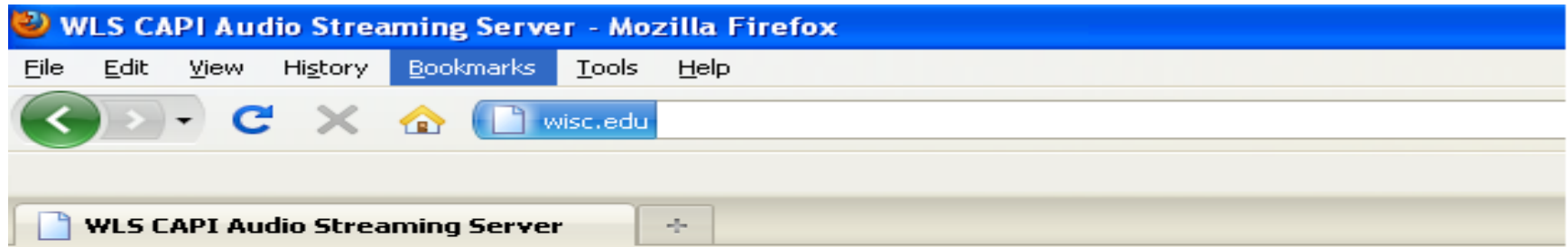


Welcome to the WLS audio QC streaming site!

AUTHORIZED ACCESS ONLY. USAGE MAY BE MONITORED AND LOGGED.

CASEID (ex ████████):

Encrypted Audio Website: Specific Case QC Screen



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

Evaluation ID	Caseid	Team Leader ID	DEO ID	Interviewer ID	Interviewer Name	Page	Code	Created	Loaded	Link
19	██████████	104		113	██████████	Submitted	1100	03/24/2010	03/23/2011	Enter
21	██████████	106		133	██████████pink	Submitted	1100	03/25/2010	08/09/2010	Enter
22	██████████	103		126	██████████ange	Submitted	1100	03/25/2010	02/25/2011	Enter
23	██████████	101		131	██████████	Submitted	1100	03/26/2010	03/31/2011	Enter

Online Monitoring Website Picture

WLS Interviewer Evaluation - Mozilla Firefox

File Edit View History Bookmarks Tools Help

WLS Interviewer Evaluation x WLS Interviewer Evaluation x +

← → wisc.edu ☆ ↻ Google

[Interview Protocol](#)
[Response Sensitive](#)
[Standardized](#)
[Interviewing](#)
[Antropometric](#)
[Measures](#)
[Interview](#)
[Administration](#)
[Saliva DNA Collection](#)
[Case Management](#)
[Overall Performance](#)

SAVE

WISCONSIN
UNIVERSITY OF WISCONSIN-MADISON

INTERVIEW PROTOCOL

INTERVIEW PROTOCOL

Exceeds Standards Meets Standards Needs Improvement Unacceptable

Overall Comments:

Verbatim
(Reads each question exactly as written, including directives)

Always Mostly Sometimes Never N/A

Comments and/or specific examples:

Does Not Interpret
(Does not provide interpretation of a word or question, except for definitions included within the instrument)

Always Mostly Sometimes Never N/A

Wishlist

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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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