Recent Innovations at RTI International

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Improving Survey Operations with Paradata

❖ **FI TRACKER**

➢ Tool for displaying and monitoring survey paradata

➢ Organizes household, interview and contact attempt paradata to maximize efficiency and data qu...

➢ Compiles record-of-calls data in interactive charts

➢ Analyze:

✓ Pattern of calls to a household a particular day

✓ The overall progress of a field a...

✓ Comparisons across interviewers, regions and types of sample members

FI Tracker: UNC Community Advantage Panel Study

Click on Interviewer to Open Report

UNC CAPS FI Tracking Sheet
Click here to return to List of Reports
FI = UNCNNOD1 32 Cases
N = non-contact
R = refusal
A = appointment
C = complete
F = final incomplete
O = other
B = breakoff

CASEID	N	R
	66%	0%
	21	0
00004270	5	0
00005208	2	0
00005247	0	0
00005267	5	0
00005279	2	0
00005280	1	0
00005303	0	0
00005320	2	0
00005321	0	0
00005399	1	0

UNC Renter Record of Call Notes
Click here to return to Main Report
caseid=00005399

Event Date	Code	Note
22JUL2008:21:18:13	999	Created by CMS after case import
24JUL2008:18:35:01	320	no answer, will try later.
24JUL2008:19:56:46	320	no answer, will try later.
24JUL2008:20:30:42	320	no ans, will try tomorrow evening,
06AUG2008:20:17:03	332	he works midnight shift..come by about 9am friday.
08AUG2008:12:10:19	491	Created by CMS after event/status code was modified by interview software
11AUG2008:17:37:53	980	

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RTI INTERNATIONAL
50 YEARS

Improving Survey Monitoring – Extending Computer Audio Recorded Interviewing (CARI)

❖ QUEST

  ➢ Interview quality evaluation system

  ➢ Web-based system for reviewing audio data recorded in both field and phone interviews

    ✓ Tied into our call center's VOIP system

    ✓ Also being used for live monitoring in the RTI Call Center using the same evaluation interface

  ➢ Applies similar quality metrics to phone and field interviews

  ➢ Performance can be tracked across projects

  ➢ Standardizes evaluation, feedback and coaching

  ➢ Interface designed for supervisors, project staff and clients

Extending Survey Utilities

❖ **DOCMAN – Electronic Field Document Capture**

➢ First developed to electronically capture and transmit consent forms and signatures

➢ Interviewers can now keep electronic case-notes

➢ Secures electronic locating information

➢ Information moves seamlessly with case transfers

❖ **CATI Case Management Improvements**

➢ Tighter integration between CMS and the I3 VOIP phone system

➢ Preview dialer automatically sets event code

➢ Improved interface has significantly reduced hours per complete

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Extending our Data Collection Platforms

- ❖ General Survey System (GSS) For Handheld Data Collection
  - ➢ Added GPS capability
  - ➢ Table-driven language
  - ➢ Developed a PC-based design environment for non-programmers
  - ➢ Now supports over 30 languages and associated fonts
- ❖ Hatteras
  - ➢ Combines field, web and telephone survey in one authoring system and single data source
  - ➢ Supports multiple hosting locations
  - ➢ 508 Compliant
  - ➢ Integrates with our FIPS-moderate compliant computing environment
  - ➢ Developed a "non-linear" engine which allows free navigation using a expandable form/item tree
  - ➢ Being used for medical abstraction surveys

Enhanced Security Network (ESN)

❖ Computing Infrastructure with Authority to Operate (ATO) – compliant with FIPS-moderate requirements
  ➢ Controls access – 2-factor authentication
  ➢ Encryption in transit
  ➢ Audit trails

❖ Survey systems are compliant
  ➢ Hatteras
  ➢ Integrated Field Management System (IFMS)
  ➢ CATI
  ➢ CATI Case management system
  ➢ Tracing systems

❖ Multiple projects data collection utilizing the ESN

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Field Notes from Second Life®

RTI maintains a research facility in this virtual world

Completed -- two avatar surveys on body image and activity-level perceptions

Improving Survey Response – Let Your Legos Do The Walking!

❖ **2009 Baccalaureate and Beyond Longitudinal Study**
  ➢ Reach non-respondents and get their attention
  ➢ Audience is recent college graduates
  ➢ Email with link to the video
  ➢ Survey could be completed online or by interviewer (CATI or CAPI)

❖ **Play the video here!**

❖ **Link to the video:** http://tinyurl.com/bbstudy2009

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