

# Use of Mobile Technology for CAPI Management

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FedCASIC

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# Background

- Westat has been conducting studies using mobile technology in support of data collection for many years
- Ubiquity of smartphones and their capabilities continue to raise interest in finding new ways to help
  - Improve data quality
  - Increase operational efficiencies
  - Support field operations management



# Opportunities for Smartphone Use

- Provide an ability for quick review of case list and cases
- Provide a method for FIs to more easily and efficiently enter Electronic Records of Contact (EROCs) at a point close to respondent interaction
- Provide FI with app that utilizes mobile tools and capabilities (e.g. mapping and navigation, messaging, calendaring, voice to text)
- Leverage embedded technologies to collect workday activity related information
- Real time data transmission
- Works in conjunction with other Westat systems



# mFOS Mobile App Functionality

## MyCases

- Daily case list information
- Individual case and task summary information
- Directions and navigation to interview location
- Streamlined “mobile” workflow to capture EROC information
- Integrate appointments with device calendar
- Leverage other device capabilities

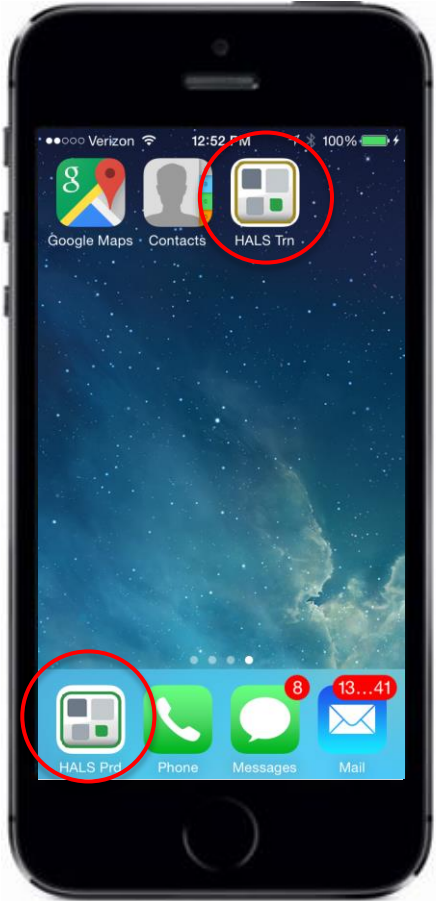
## MyDay

- Capture interviewer location data
- Capture time spent on key field activities

*Data is transmitted in near real time*

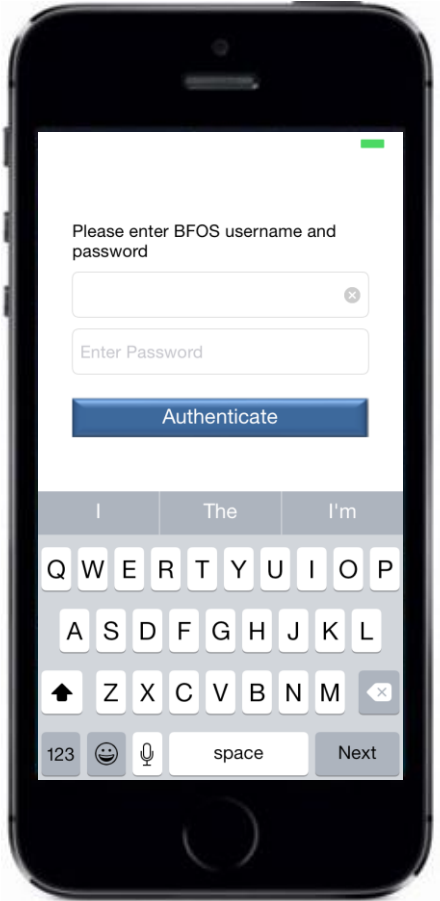


# mFOS Overview



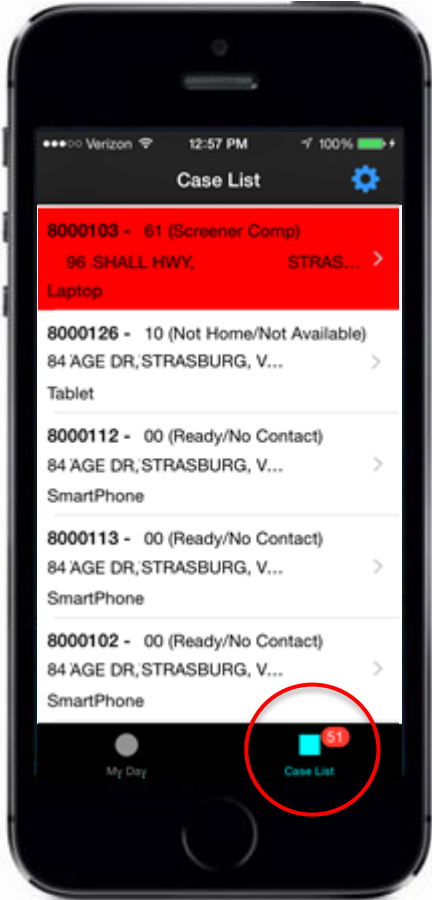
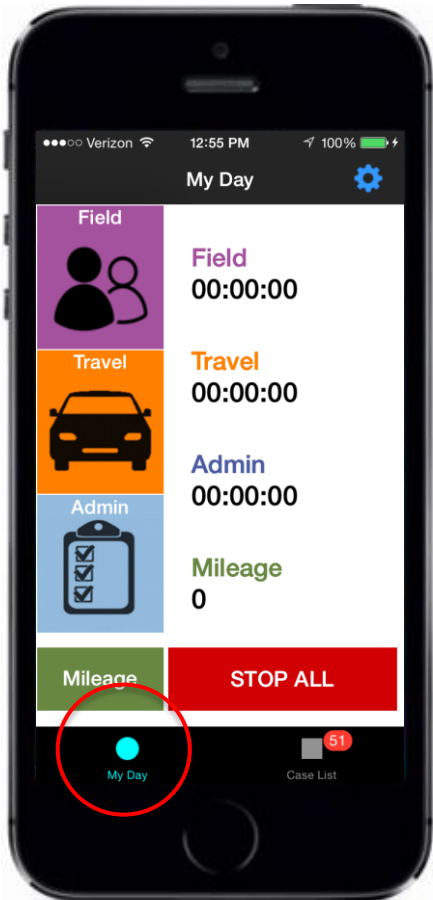


# mFOS Login



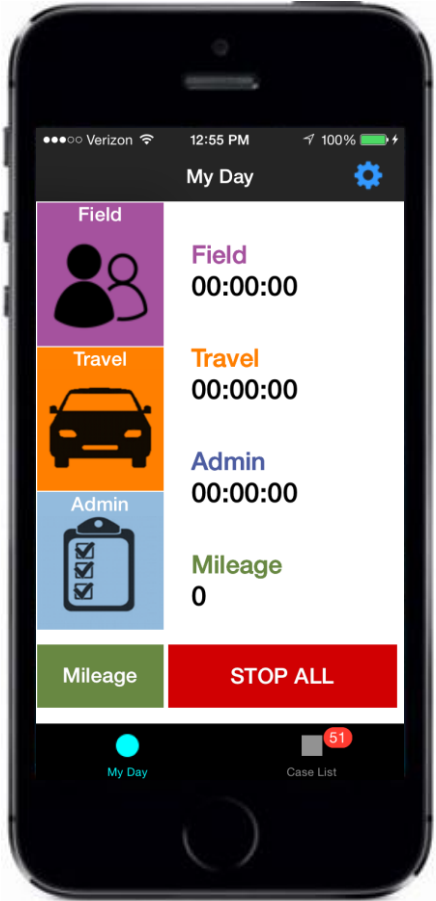


# MyDay & MyCases





# MyDay Overview







# MyDay Overview



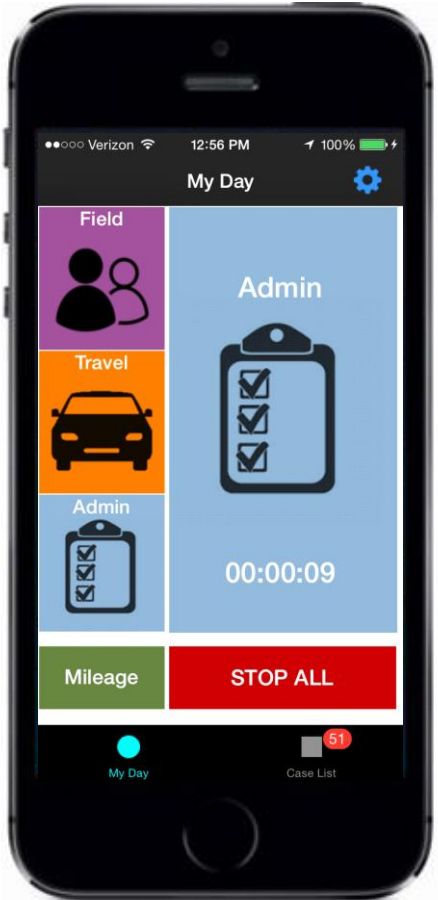


# MyDay Overview



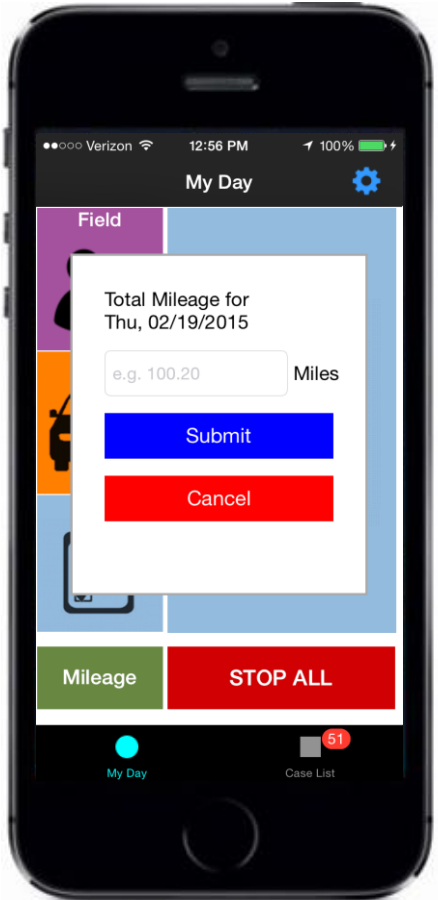


# MyDay Overview



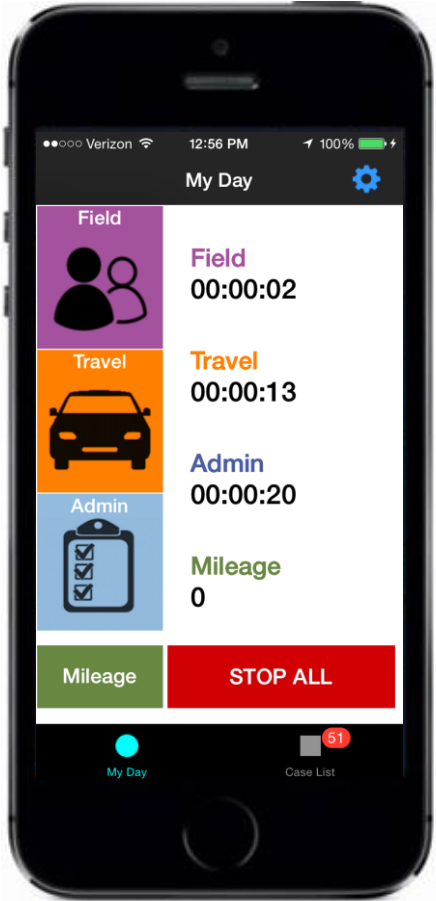


# MyDay Overview





# MyDay Overview



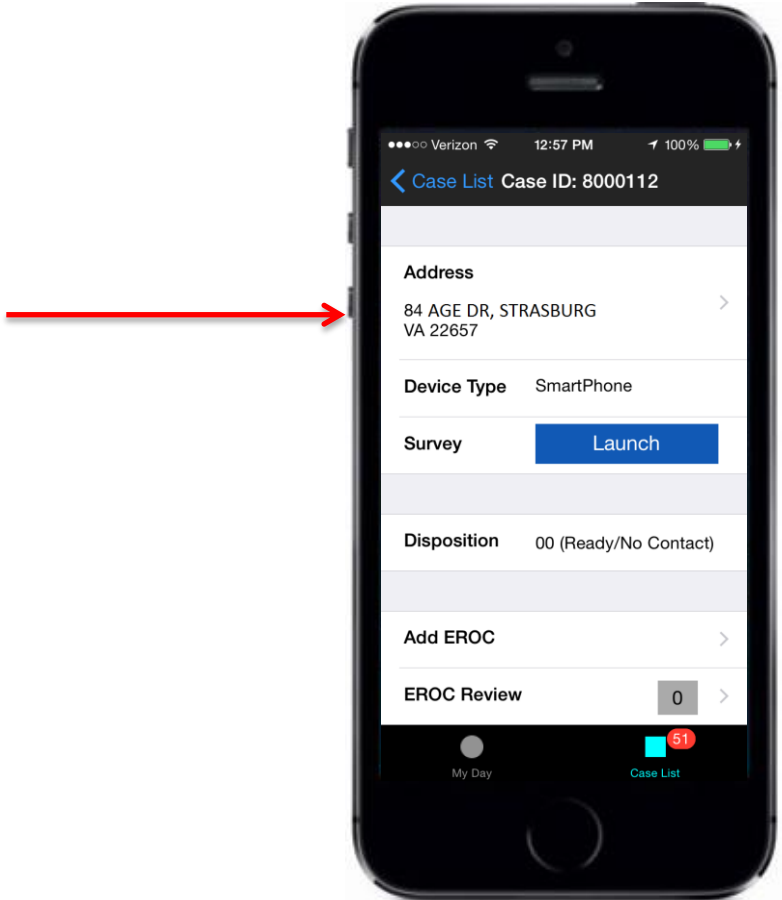


# MyCases Overview



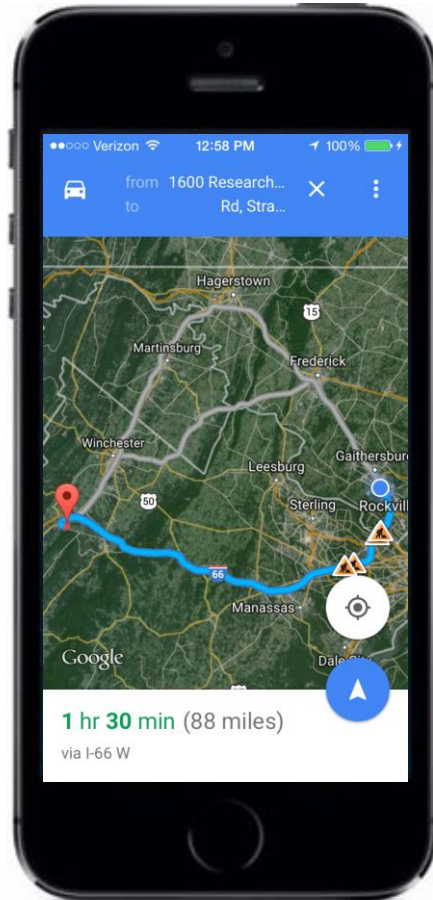


# MyCases Overview





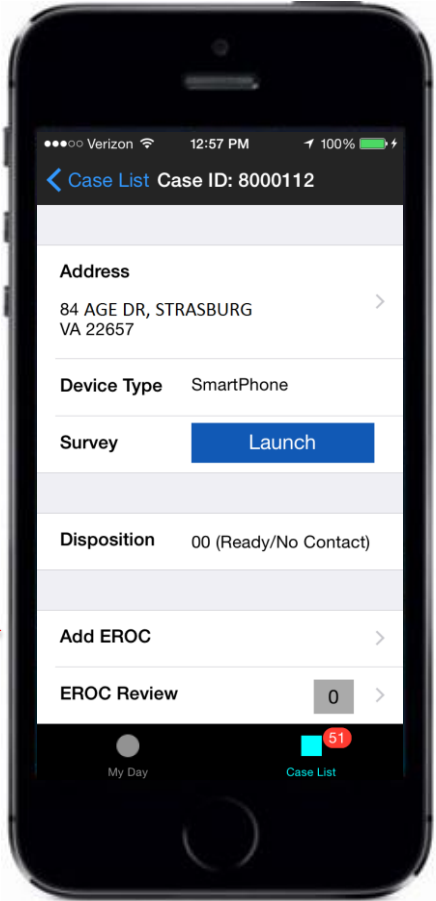
# MyCases Overview





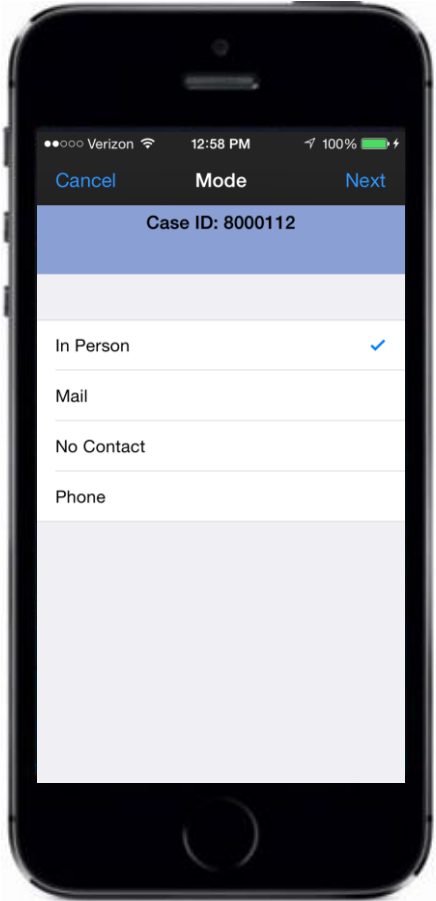


# MyCases Overview



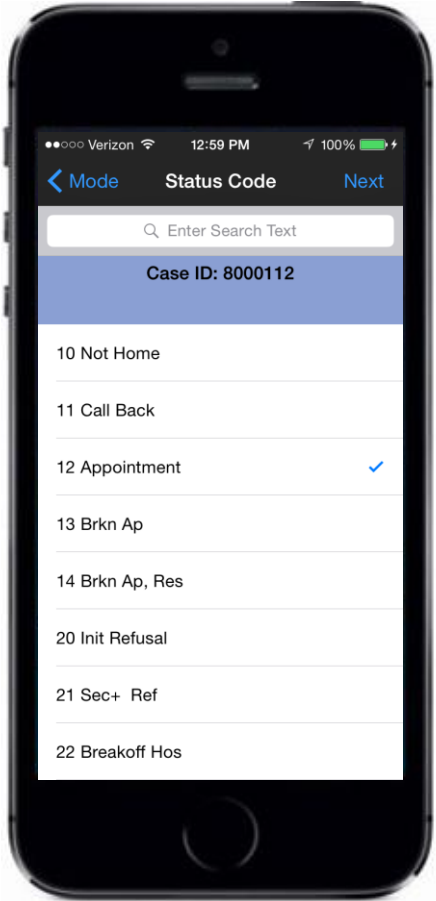


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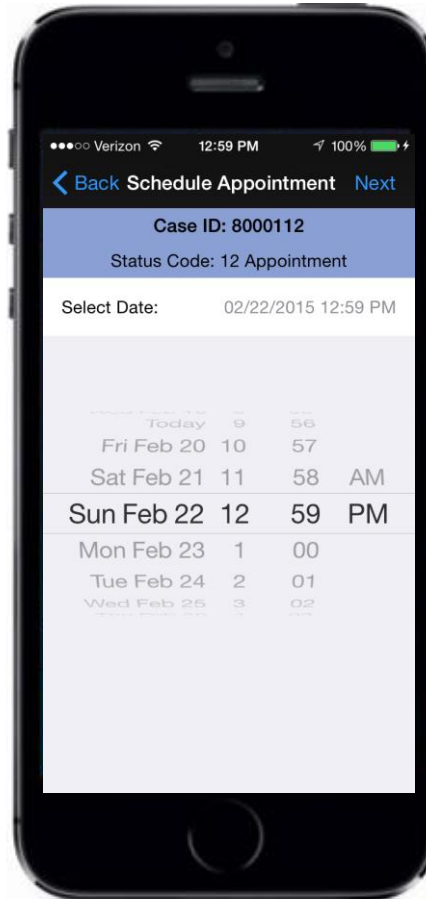


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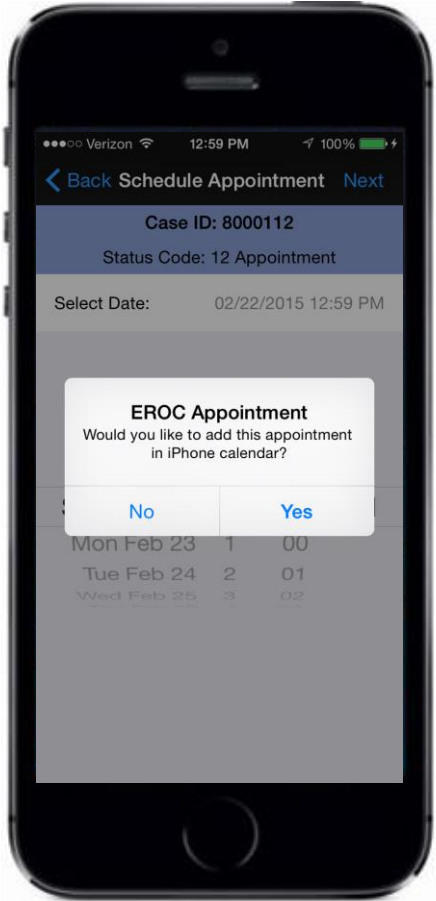


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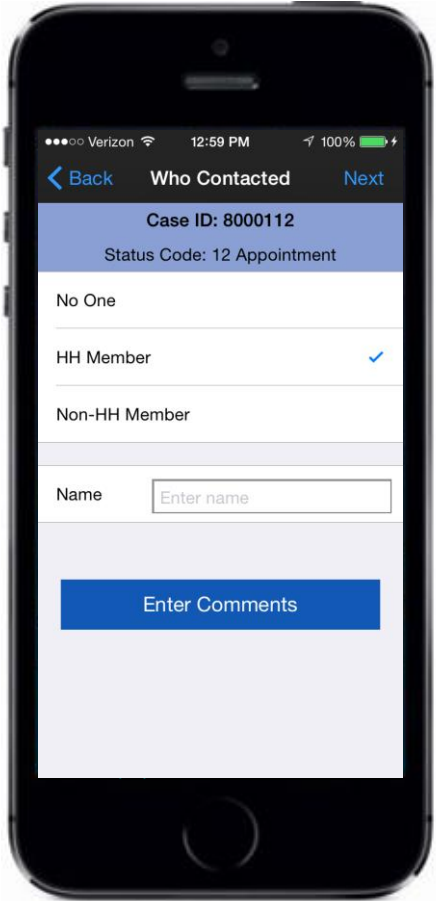


# MyCases Overview





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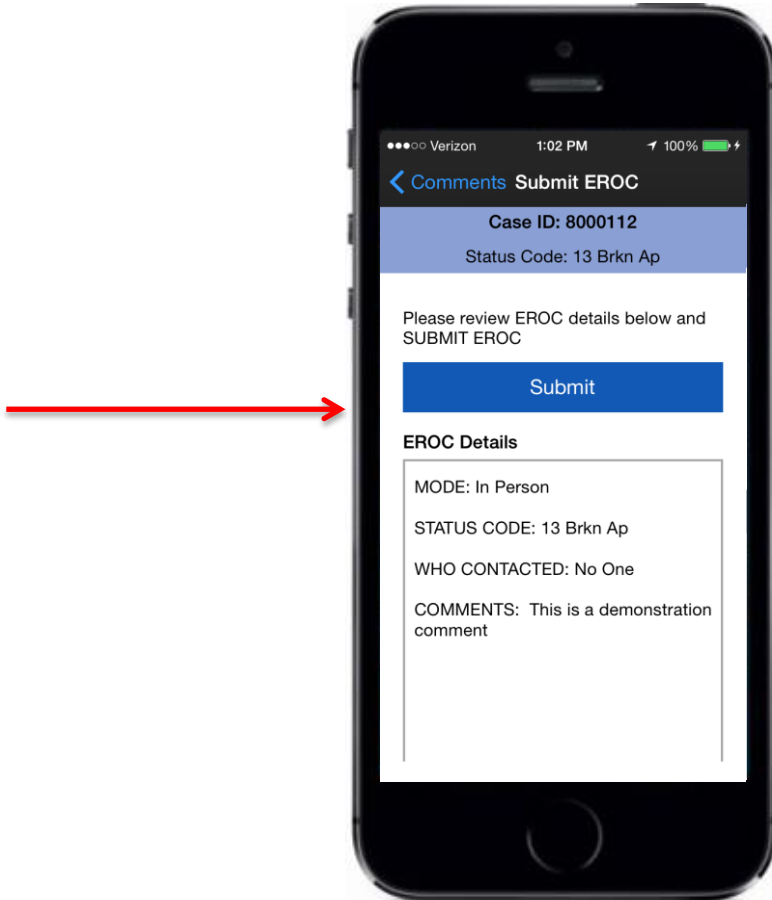


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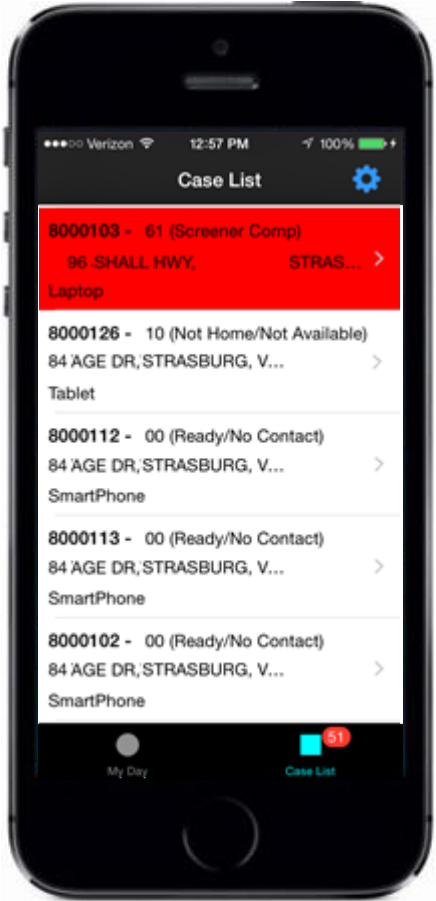
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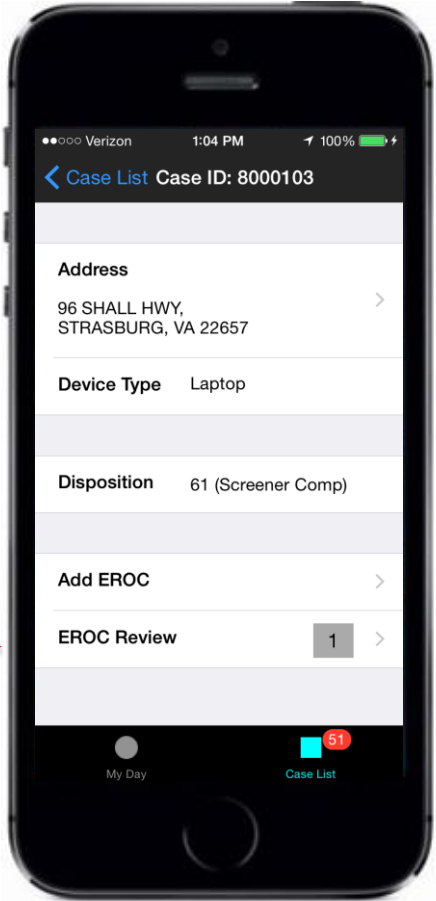


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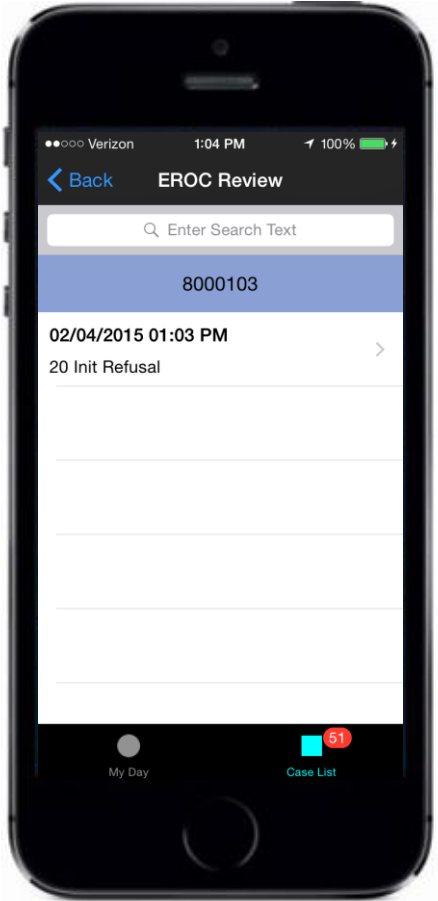


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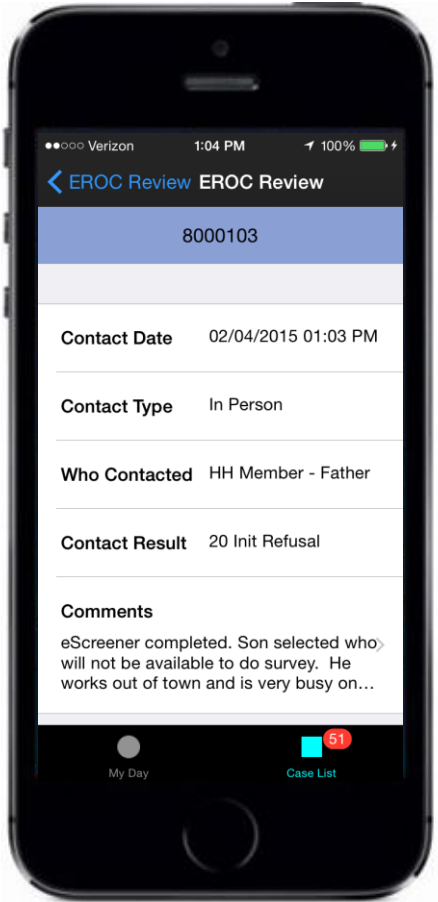


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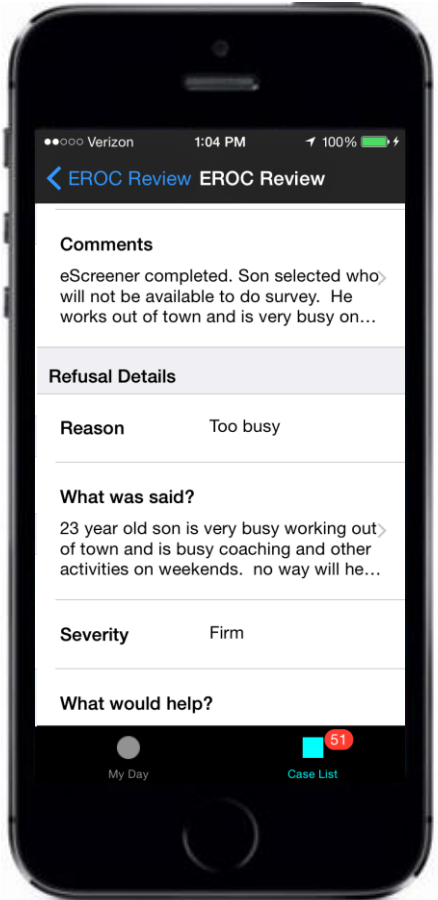


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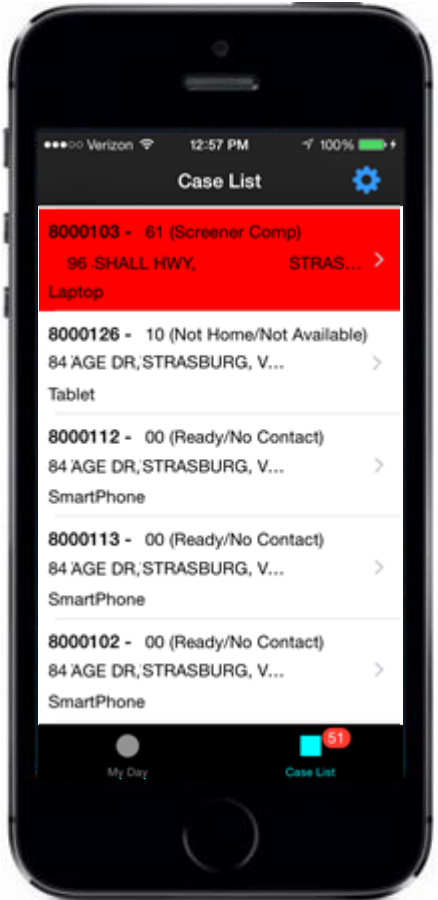


# MyCases Overview





# MyCases Overview





# How is mFOS Data used

## Provides Input to Westat's EAGLE System

**mFOS Data Visualizer**

Activities for surveyor on

Info tool Distance measurement Adjust radius by geocode accuracy Interviewer Day: 2/10/2015 GPS Points: 216 Reset Map

Start Time End Time

**Activities**

Show 10 entries

Map	Case ID	Status Code	Status Code Description	Contact Time	Who Contacted	Created Time	EROC Comment
	12400	37	Other Spec	2/10/2015 12:01 PM	00	2/10/2015 12:01 PM	Started interview on prior contact and could not complete due to IT issues Left note to call me for re-schedule
	12790	10	Not Home/Not Available	2/10/2015 1:53 PM	00	2/10/2015 1:53 PM	
	12800	10	Not Home/Not Available	2/10/2015 1:57 PM	00	2/10/2015 1:57 PM	

Showing 1 to 3 of 3 entries

Previous Next

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# How is mFOS Data used

Helps Prepopulate an FI's BFOS Time & Expense

My Day Card			
Activity	Start	End	Mins
Travel	2/18/2015 2:43:52 PM	2/18/2015 2:57:51 PM	14
Field	2/18/2015 2:57:51 PM	2/18/2015 3:00:40 PM	3
Travel	2/18/2015 3:03:24 PM	2/18/2015 3:15:54 PM	13
Admin	2/18/2015 3:15:54 PM	2/18/2015 3:16:03 PM	0
Travel	2/18/2015 3:16:03 PM	2/18/2015 3:17:18 PM	1

Recorded Mileage: 12





# mFOS Field Use

- Multiple working prototypes (Spring 2014)
- Field Pilot (3 FIs) (Fall 2014)
- Production Deployment - HALS Methods Study
  - 8 week deployment (currently underway)
  - 18 Field Interviewers
  - 1366 EROCs had been created (as of 2/11)
  - 73% of FIs use mFOS as their primary method for EROC entry
  
- Large Deployment - Spring 2015
  - 6 Month Deployment
  - 250 Field Interviewers

# Development & Implementation Considerations

- Device acquisition and configuration
- Software development & deployment
- User training
- Connectivity
- Security & device management

# Questions?

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